

# Job Profile

## EUSR Service Delivery Manager

---

Department	EUSR
Location	Solihull
Reports to	Head of Registration Services
Hours	37 hours per week and operationally available to meet company requirements
Constraints (travel/ base/ working patterns etc)	Office based with up to three days per week working from home.
Salary	£40,000 per annum
Date	March 2024

### About us

Everyday over 67 million people in the UK rely on the energy and utility industries to provide services that are essential to the health, safety and prosperity of every person and business in the UK.

Energy & Utility Skills are at the forefront of bringing our industry leaders together to identify and address the skills challenges our sector faces. We provide membership, assurance, and skills solutions to help employers attract, develop, and maintain a sustained skilled workforce to safeguard the future health, safety and prosperity of every person and business in the UK.

We develop and maintain a wide portfolio of training and assessment schemes, working with sector employers and key stakeholders to ensure they are valid and relevant. All our schemes result in a registration on our register, EUSR, the register of training and skills for the energy and utility industries. Our EUSR Support team ensure that the registrations are processed in a timely manner and support all our customer queries.

### About the role

The EUSR Service Delivery Manager is responsible for ensuring the processing of EUSR registrations, card production and distribution are within agreed service levels, always providing service excellence in line with our Customer Charter.

You will engender a 'customer first' culture within the team through the delivery of a first contact resolution approach, ensuring the team has the appropriate knowledge and understanding across EUSR schemes, systems and processes.

You will monitor and improve the availability, efficiency and productivity of all EUSR systems and processes, identifying and implementing system improvements and; acting as the point of contact for EUSR's operational suppliers.

Managing the EUSR Support team, you will be responsible for the recruitment, development, performance management and coaching of team members. Working closely with colleagues across the business, you will also share in best practice activities and support business development in providing timely customer insights.

### About you

To be successful in this role, you'll need to be highly motivated with team leader/supervisory experience in a fast-paced customer service environment, where you have delivered against challenging service standards.

With excellent leadership skills, you will have proven success of motivating and developing teams to ensure high levels of performance and accuracy.

It's also important that you have an eye for detail and enjoy data analysis, using data and reports to monitor key operational activities and drive process and system improvements.

You will enjoy working as part of a team and be able to develop strong relationships with the sector's employers, training providers and other stakeholders internal and external to the organisation.

### Rewards

Join our growing organisation and you'll enjoy benefits including a generous holiday allowance, a company pension scheme, a performance bonus scheme and a Wellbeing Passport.

### Key Responsibilities:

The key responsibilities of the EUSR Service Delivery Manager include:

#### Service Delivery

- Meet, and where possible exceed, service levels for the processing of EUSR registrations and cards, and other EUSR services.
- Ensure the availability of all EUSR systems and services within agreed service levels and/or contracts; proactively identify and resolve issues with our third-party systems, working with third party suppliers and our IT team.
- Manage and collaborate with third party suppliers to improve efficiency and support continuous improvement in the performance of EUSR systems and processes.
- Report on operational delivery including, team activities, service desk tickets, service level achievements, issues and, risks (and mitigation) at least weekly and monthly.
- Ensure all registration data is processed, stored, and shared lawfully and in accordance with Data Protection legislation.
- Develop, implement and monitor EUSR processes, policies, procedures and User Guides.
- Working with other EUSR teams to ensure that our existing and new registration schemes can be supported efficiently by our systems and the EUSR Support team.
- Proactively engage with other EUIAS teams to share best practice and support decision making and issue resolution.

### **Customer Support**

- Support the Head of EUSR in the effective delivery of our Customer Charter,
- delivering a 'customer first' culture within the team.
- Deliver a first contact resolution approach to all incoming customer communications, taking ownership of and pride in fulfilling customer expectations.
- Meet, and where possible exceed, all service levels for responding to all incoming customer communications, by phone and e-mail; including the timely identification and resolution of customer issues.
- Support the business development, sales and marketing teams by providing timely and accurate feedback from customers; using the CRM system, where appropriate.
- Deliver the EUSR communications plan, keeping our customers up to date with any changes or amendments to our processing requirements; and ensure our website and customer user guides are always up to date and accurate.

### **Team Management**

- Line management of the EUSR Support team including recruitment, training and development, performance management and conducting regular one-to-ones with each team member.

- Working with the EUSR Supervisor, ensure monitoring and reporting is in place to support team and individual ownership of workload.
- Ensure the EUSR Support team has the knowledge and understanding of EUSR schemes, services and systems, quality assurance processes, and other Energy & Utility Skills services.

**Additional responsibilities**

- Ensure compliance with Energy & Utility Skills data protection policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace

## Job Holder Specification

Specification	Essential	Desirable
<b>Work Experience</b>		
Management or supervisory experience in an operational role, including performance management, training, coaching and recruitment of team members.	✓	
Experience of working in a fast-paced operational environment to high standards of data integrity	✓	
Experience of using IT systems for monitoring and analysis and prioritisation of activities and for processing and reporting purposes	✓	
Experience of KPI development, analysis, monitoring and reporting	✓	
Understanding of the energy and utilities sector.		✓
<b>Competencies &amp; Skills</b>	<b>Essential</b>	<b>Desirable</b>
<b>Planning &amp; Organising</b> Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; manages time effectively; identifies and organises resources needed meet high standards of service.	✓	

<b>Team management</b> , able to provide clear direction, set clear objectives and standards of behaviour; able to delegate, motivate and empower, coach and develop teams; ensures high levels of performance and accuracy.	✓	
<b>Presenting &amp; Communicating Information</b> Speaks clearly and fluently; expresses opinions, information and key points clearly, makes presentation and responds to needs of an audience. Writes clearly, succinctly and correctly.	✓	
<b>Relating &amp; Networking</b> establishes good relationships with customers and colleagues suppliers and stakeholders at all levels. Able to deal with complex queries and manage conflict	✓	
Competent use of Microsoft Office applications (especially Word, and Excel skills).		✓

## **Our Values**

### **Together**

We are stronger, collaborating internally and externally to deliver success as one high performance team.

### **Credible**

As specialists, we are trusted to provide thought leadership, the skills voice for Industry and skills solutions for energy and utility industries.

### **Making A Positive Difference**

A great place to work, we individually and collectively play a key role in shaping a greener world.