**Job** **Profile**

**EUSR Support Supervisor (Maternity Cover)**

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| Department | EUSR |
| Location | Solihull |
| Reports to | Head of Registration Services |
| Hours | Fixed term – minimum of 12 months (maternity cover)  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 | £34,000 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 Support Supervisor is responsible for supervising the EUSR Support team and overseeing day-to-day operations and customer service. You will play a key role in ensuring service levels for the processing of registrations, card production and distribution and responding to customer communications are met.  You are responsible for embedding a ‘customer first’ culture within the team, acting as the first line resolution of internal team queries and customer complaints. This includes supporting the EUSR Service Delivery Manager in managing the implementation and maintenance of a first contact resolution approach as well as providing the support and coaching of the team.  You will work closely with finance to resolve any invoicing issues and with marketing to deliver customer communications and feedback surveys. You will also produce reporting on customer complaints and trends.  About you  To be successful in this role, you’ll need to be highly motivated with team leader/supervisory experience in a customer service environment, where you have delivered against challenging service standards.  With excellent interpersonal skills, you will be experienced in managing high level customer queries and resolving complaints in ensuring a great customer experience.  You will be able to work in a fast paced environment to ensure that you and the team meet high standards of service. It’s also important that you are detail oriented and have good IT and reporting skills with the confidence to work proactively.  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 Support Supervisor include:  **Service Delivery**   * Supervising the EUSR Support team, ensuring that all service levels for the processing of EUSR registrations and cards, and other EUSR services, are met. * Escalate issues on a timely basis to the EUSR Service Delivery Manager. * Ensure registration and card printing processes are up to date, assisting the EUSR Support team with registration processing and/or printing cards during peak periods or covering of annual leave/sickness. * Work closely with the Energy & Utility Skills Finance team to ensure the effective management of any invoicing issues. * Ensure all registration data is processed, stored, and shared lawfully and in accordance with Data Protection legislation.   **Customer Support**   * Support the Head of EUSR and EUSR Service Delivery Manager with the delivery of our Customer Charter. * Ensure all service levels for responding to all incoming customer communications, by phone and e-mail are met, escalating any issues on a timely basis to the EUSR Service Delivery Manager * Act as first line investigation and resolution of customer complaints, escalating to the EUSR Service Delivery Manager and/or Head of EUSR when needed. * Deliver customer training on EUSR systems and processes. * Develop and deliver regular EUSR customer surveys providing analysis of the results to identify good news as well as training needs or process changes * Provide appropriate and relevant customer feedback to other teams –– on a timely basis; recording key communications within CRM as needed. * Review feedback received by the EUSR Support team to identify system and process improvements or training needs. * Provide weekly reports on EUSR registration processing, emails, complaints, customer feedback, system and/or processing issues. * Work with the EUSR Service Delivery Manager and the Marketing team to develop and deliver customer communications, including newsletters and Technical Bulletins. * Work with the EUSR Service Delivery Manager to ensure the EUSR Support website pages are easy to understand –- and up to date.   **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**

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| **Specification** | **Essential** | **Desirable** |
| **Work Experience** |  |  |
| Management or supervisory experience in a customer service environment, including coaching and training of others in customer best practice. |  |  |
| Experience of complaints management, acting as escalation point for queries and complaints. | ✓ |  |
| Experience of working in a fast-paced environment to high standards of customer service. | ✓ |  |
| Experience of using IT systems (e.g. CRM and/or other systems) for processing and reporting purposes. | ✓ |  |
| Understanding of the energy and utilities sector. |  | ✓ |
| Experience of setting and monitoring KPIs in relation to customer service. |  | ✓ |
| **Competencies & Skills** | **Essential** | **Desirable** |
| **Planning & Organising**  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 customer service. |  |  |
| **Relating & Networking**  establishes good relationships with customers and colleagues) suppliers and stakeholders at all levels. Able to deal with complex queries and manage complaints effectively. |  |  |
| **Presenting & Communicating Information** 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. |  |  |
| **Delivering Results** Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves service levels, , ensuring accuracy in all areas of work and in the work of others. |  |  |
| 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.