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**Job Description**

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| Job Title: | Customer Service Advisor- Home Energy Scotland  |  |  |
| Location: | Across North East Region / Office |  |  |

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| **Part 1: Job Profile** |
| **Hours: As stated in your Terms & Conditions of Employment**  |
| **1** | **Main Purpose of the Job** |
|  | The post holder will be part of a busy team providing free impartial and tailored advice to householders using various communication systems and methods including telephone, digital, computer and also face to face at events.You will provide a professional and excellent standard of service to our customers by advising on a range of subjects with the objective to improve energy efficiency, reduce carbon emissions and tangibly reduce fuel poverty. |
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| **2** | **Position in Organisation** |
|  | * Reports to Team Leader;
* No line management responsibility specifically but required to promote and participate in all elements of good management practice, team ethos and productive working relationships. Our aim is to provide a world-class service and quality is at the heart of that – everyone has a part to play in achieving this.
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| **3** | **Scope of Job** |
|  | * To provide impartial advice to householders over our communication systems, community events or general planned events.
* To provide end to end delivery support to customers, ensuring a positive and supportive customer journey
* To provide a professional and excellent standard of service, achieving quality and customer satisfaction objectives;
* Provide advice to customers on a wide range of topics to promote energy and resource efficiency, carbon reduction and fuel poverty programmes
* Engage through effective communication skills to identify needs and key priority areas, tailoring your support to individual needs
* Deliver support in line with internal processes and quality guidelines
* Maintain up to date knowledge of relevant areas, ensuring accurate and relevant advice is given to customers
* Make referrals to partner organisations where appropriate to help customers access additional
* support
* Take responsibility for your own learning and development, actively participating in relevant

training opportunities* Work positively with colleagues to share knowledge, best practice and ideas to continually

improve our service* Maintain all associated administration and compliance requirements related to the delivery of the service
* Utilise a bespoke CRM system to record client information and access information to assist customers in an appropriate manner
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| **4** | **Qualifications and Skills Level** |
|  | * Able to demonstrate the competencies required to undertake this post.
* The post holder will be required to complete and pass City and Guilds Energy Awareness level 3 qualification as part of this role
* The post holder will be required to complete and pass the SQA level 6 Home Energy Scotland induction programme as part of this role
* Effective verbal and written communication skills
* Ability to work to targets and quality standards
* Effective interpersonal and relationship building skills
* Effective in the use of technology, relevant systems and key software packages
* Able to work on own initiative
* Experience in a customer focused environment
* Analytical and problem-solving capability
* Able to use initiative and judgement to resolve issues
* Work to agreed service standards to meet contractual agreements.
* Excellent time management and organisational skills
* IT skills to include Microsoft Word, Excel, and PowerPoint and CRM software
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| **5** | **Dimensions and Limits of Authority** |
|  | * No financial authority.
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| **6** | **Additional Requirements:** |
|  | * Driving licence preferred
* Accurate VDU data entry
* Must be able to work outside normal hours as required;
* Must have a flexible approach to work.
* Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, clients and colleagues
* Role model for Equality, Diversity and Inclusiveness
* All Scarf colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework
* Individuals are expected to behave in a manner that exhibits the Scarf values of acting with integrity, treating all with respect, pursing excellence and leading by example.
* Responsible for following all policies and procedures in the Integrated Management System (IMS) and where relevant, support in the maintenance and improvement of the IMS concerning Quality, Health and safety, Environment and information security
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| **Part 2: Duties and Key Responsibilities** |
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| **To provide impartial advice to householders on the telephone, at community events or general planned events*** Make use of internal and external referral systems to ensure clients’ needs are met;
* Respond to enquiries from the public, local authority staff, private and voluntary sectors or installers and, where appropriate, redirecting them to members of staff or other agencies;
* Maintain quality of advice and information as required;
* Work to agreed service standards to meet contractual agreements.

**To maintain up-to-date, working knowledge of sustainable energy matters, affordable warmth, renewable energy, water heating and usage and lower carbon personal transport*** At all times, ensure that advice service and activity are in line with the requirements of the Energy Saving Trust and Scottish Government;
* Effectively utilise existing sources of data to identify suitable opportunities to meet customers’ needs.

**To provide and maintain a record of activity and achievements against agreed targets*** Utilise a bespoke CRM system to record client information and access information to assist customers in an appropriate manner;
* Provide and maintain a record of activity and achievements against agreed targets and report to the Team Leader and Marketing Manager within agreed timescales;
* Ensure adherence to agreed targets and timescales.

**To adhere to company targets and policies, taking corrective action and/or advising management of matters arising within the organisation*** Keep up to date with all company policies, including but not limited to human resource and health and safety issues.
* Work with Team Leader to deliver individual and team key performance indicators and targets
* Work with Team Leader to improve performance (if required) in a positive and professional manner using the tools and support provided
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Job holder’s signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_