



Job Information Pack

This pack contains the following information:

- Job details
- The application process
- Contact details
- Information about Warmworks
- Information about the team the job is based with
- Job description
- Person Specification

Job details	
Job title	Team Leader - Aftercare
Job reference	WW-CS-TL
Location	Edinburgh - please note our team is currently working at home in line with Government guidance in response to COVID-19

The application process	
Application deadline	0900, 10 th September 2021
Interview date	TBC
Interview format and length	Panel interview (online via Teams/Zoom)

Contact details	
Completed application forms for this job	recruitment@warmworks.co.uk
General enquiries about this job	recruitment@warmworks.co.uk
For an informal discussion about this job	caroline.smart@warmworks.co.uk

About Warmworks

Warmworks Scotland, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Everwarm.

Warmworks is committed to tackling fuel poverty, increasing the energy efficiency of the homes and communities in which we work and consistently delivering a first-class service to the households and families that we support.

Since 2015, Warmworks has been the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland and has recently started work on a range of new contracts and initiatives across the country.

Warmworks has already helped more than 22,000 homes across Scotland to become warmer, healthier and more energy efficient and is seeking to play a key role in the long-term drive to reduce carbon emissions and increase the availability of affordable, sustainable energy for all.

About the Team

Introduction and context

Warmworks was established to tackle fuel poverty, reduce carbon emissions and support sustainable local economic development in communities across Scotland.

Team aims

We deliver the best possible help to people in Scotland who are struggling to keep their homes warm and pay their energy bills; installing measures such as insulation, efficient heating and renewable technologies to make homes more energy efficient and delivering sustainable cost savings in the long term.

Team activities

Since the business was launched in September 2015, Warmworks has provided a high-quality end to end service, from initial referral through to assessment and the installation of measures, along with appropriate aftercare and support for thousands of households. Warmworks employs direct staff to handle in-home assessments and quality inspections, call handling and customer service, operational finance and the management of a supply chain across Scotland.

Job Description	
Job title	Team Leader - Aftercare
Job reference	WW-CS-TL
Salary and grade	Up to £27,000 per year, depending on skills and experience
Location of job	Edinburgh
Hours and terms	37 hours per week Standard office hours are 0900-1900 - we are currently running a reduced service of 0900-1700 in line with Government guidance in response to COVID-19. This will be discussed at interview stage
Holiday terms	25 days' annual leave, plus 9 public holidays per year

General terms and conditions	
<ul style="list-style-type: none"> • There are no overtime payments for this post. • You may need to undergo a criminal record check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Warmworks reserves the right to terminate employment with or without notice. • All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers. 	
Responsible to	Customer Service Manager
Responsible for	Regional Customer Service Officers
Purpose of the job	Effective management of the Regional Customer Service Officers to ensure best in class customer service in all call handling, enquiry resolution and KPI delivery
Main objectives and goals	<ol style="list-style-type: none"> 1. Develop, implement and drive the continuous improvement of customer aftercare processes and lead the Aftercare Team. 2. Collaborate with other Team Leaders to ensure the smooth day to day management of the customer service team. 3. Supervise, develop and support the Regional Customer Service Officers assigned to you.
<ol style="list-style-type: none"> 1. Develop, implement and drive the continuous improvement of customer aftercare processes and lead the Aftercare Team. 	

- Develop processes and procedures to support Warmworks' customers and contractual requirements following the installation of energy efficiency measures
- Support development of Warmworks' aftercare literature and collateral, including customer booklets, information leaflets & step by step guides
- Responsible for implementation and management of literature supporting the aftercare service; writing, updating, and training out any changes or new versions as required
- Manage follow up calls, regularly analysing feedback to support development of solutions and identify customer needs and trends
- Maintain an accurate and up-to-date knowledge of industry standards and products installed through Warmworks various contracts and projects
- Monitor the delivery of aftercare services and ensure that all processes and procedures continue to meet the requirements of our customers and contracts
- Develop working relationships with third party contacts that support customer aftercare; tariff support, meter exchange, warranties and maintenance
- Provide direction and support for those working in the Aftercare Team

2. Collaborate with other Team Leaders to ensure the smooth day to day management of the customer service team.

- Provide day to day management of Regional Customer Service Officers, acting as a main point of contact for questions and guidance
- Supervise the customer service team, providing support and direction on customer queries
- Motivate and encourage the team through incentives to ensure KPI targets are being met
- Recognise and monitor performance issues, escalating to the Customer Service Manager when required
- Support Feedback and Insights team with escalated complaint calls
- Facilitate proactive performance improvement and ensure Senior Customer Service Officers are aware of any scheme updates or changes.
- Support cover for other Team Leaders in their absence
- Responsibility for providing reporting to other teams and stakeholders
- Proactively build and maintain positive relationships with key stakeholders

3. Supervise, develop and support the Regional Customer Service Officers assigned to you.

- Complete monthly one-to-ones
- Complete Annual Reviews
- Responsible for managing your team's HR records, making sure sickness and holidays are up to date and recorded in a timely manner
- Facilitate daily huddles and monthly team meetings
- Support recruitment process when applicable
- Provide feedback to your team on daily productivity stats
- Support staff who require performance support with coaching and training

Key contacts

- Home Energy Scotland
- Energy Saving Trust
- Close working with colleagues across Warmworks
- Installers
- Local Energy Advice Services
- Manufacturers

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications & Experience		
Good general standard of education and/or evidence of continued professional development	✓	
Experience of providing staff supervision		✓
Experience of working with external partners		✓
Experience of managing complaints	✓	
Skills		
Excellent communication skills and ability to communicate with a broad range of people	✓	
Ability to provide meaningful feedback		✓
Target orientated approach	✓	
Ability to communicate complex issues in a straightforward manner	✓	
Excellent organisational and administrative skills	✓	
Personal qualities and attributes		
A team player	✓	
Excellent problem-solving attitude	✓	
Ability to build and maintain business relationships	✓	
An ability to work with minimum supervision	✓	
An ability to communicate and listen	✓	
A commitment to equal opportunities and diversity	✓	

Staff Expectations of Management Experience

The post holder should expect and be open to:

- Effective leadership
- A positive, honest and enthusiastic working environment
- Being supported empowered to effectively achieve objectives and goals within your role
- To be treated fairly and with respect
- To be provided with appropriate training to ensure ability to effectively carry out your role
- Regular and appropriate feedback through one to one meetings and annual review and associated processes
- Having the opportunity to feedback to manager regularly and through the annual review process
- Adhering to all appropriate Warmworks policies to ensure consistency and fairness and health and safety of you and your colleagues

Complexity

The post holder must be able to:

- Adhere to and advocate Warmworks values
- Demonstrate flexibility and versatility

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes over a wide range of projects

Special conditions

- Some out-of-hours, overnight stays and weekend working will be required, for which time off in lieu will be given