



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	Service Quality Officer
Job reference	WW-CS-SQO
Location	Edinburgh (flexible working options and locations will be considered)

The application process	
Application deadline	Friday 29 March 2024, 5.00pm
Interview date	tbc
Interview location	Edinburgh
Interview format and length	Panel interview, with presentation

Contact details	
Completed application forms for this job	recruitment@warmworks.co.uk or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
General enquiries about this job	recruitment@warmworks.co.uk

For an informal discussion about this job	Caroline Smart, caroline.smart@warmworks.co.uk
About Warmworks	
<p>Warmworks Scotland, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Everwarm.</p> <p>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.</p> <p>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.</p> <p>Warmworks has already helped more than 35,000 homes 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.</p>	

About the Team
<p>Introduction and context</p> <p>Warmworks was established to tackle fuel poverty, reduce carbon emissions and support sustainable local economic development in communities across the country.</p> <p>Team aims</p> <p>We deliver the best possible help to people 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.</p> <p>Team activities</p> <p>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 diverse supply chain across the UK.</p>

Job Description	
Job title	Service Quality Officer
Job reference	WW-CS-SQO
Salary and grade	up to £25,000 per year depending on skills and experience
Location of job	Edinburgh (flexible working options and locations will be considered)
Hours and terms	37 hours per week
Holiday terms	25 days' annual leave, plus 9 public holidays

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	Team Leader – Training and Development
Responsible for	-

Purpose of the job	Effective delivery of call quality monitoring to ensure Warmworks deliver a first-class customer service in all call handling, enquiry resolution and KPI delivery.
Main objectives and goals	<ol style="list-style-type: none"> 1. Monitor and evaluate inbound and outbound calls for customer-facing teams across the business, providing appropriate feedback, and coaching as required. 2. Develop an excellent understanding of contracts across the business, using this to deliver training as and when required to support staff in building their skills and knowledge. 3. Provide regular reports to relevant managers and contract leads in relation to call quality trends.

1. Monitor and evaluate inbound and outbound calls for customer-facing teams across the business, providing appropriate feedback, and coaching as required
<ul style="list-style-type: none"> • Complete call monitoring and scoring on inbound and outbound calls across the business • Ensure all aspects of GDPR are being met through quality monitoring • Create and maintain quality models and scorecards in accordance with specific requirements. • Provide feedback on call quality for telephony staff across the business, with an emphasis on ensuring our values-driven approach to customer service is evidenced • Support staff who require performance support with one-to-one mentoring • Motivate and encourage teams through incentives to ensure KPI targets are being met
2. Develop an excellent understanding of contracts across the business, using this to deliver training as and when required to support staff in building their skills and knowledge
<ul style="list-style-type: none"> • Consider quality trends and areas for improvement and work closely with Team Leader for Training and Development, as well as appropriate managers and contract leads, to deliver training and guidance material to support the delivery of first-class customer service • Work proactively to ensure that telephony agents are equipped with the appropriate skills to deliver first-class customer service to our customers • Liaise with managers and contract leads to develop processes to support on-going learning and development • Maintain an excellent working knowledge of contracts and projects across the business • Lead by example and act as a point of knowledge within the customer service team
3. Provide regular reports to relevant managers and contract leads in relation to quality trends
<ul style="list-style-type: none"> • Provide managers with bespoke reporting on quality and individual agents. • Use relevant quality monitoring platforms to provide analysis of call quality and liaise with key stakeholders to maximise capabilities • Support managers and leaders in performance management tasks by effectively and appropriately flagging and providing evidence of off-track performance
Key contacts
<ul style="list-style-type: none"> • Internal managers and contract leads • Colleagues across Warmworks • Training providers • Warmworks' key stakeholders

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications and Experience		
Good general standard of education and/or evidence of continued professional development	✓	
Experience of delivering feedback	✓	
Experience of providing coaching		✓
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 equality, diversity and inclusion	✓	

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 quarterly review and associated processes
- Having the opportunity to feedback to manager regularly and through the quarterly 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