



## Job Information Pack

This pack contains the following information:

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- Information about the team
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- Person Specification

Job details	
Job title	Customer Service - Team Leader
Job reference	WW-CS-TL
Location	Edinburgh Office based role

The application process	
Application Deadline	5pm, Wednesday 28 May
Interview date	Interview dates to be confirmed 1 <sup>st</sup> Stage – Interview 2 <sup>nd</sup> Stage – Interview with reporting assignment
Interview format and length	Initial panel interview followed by presentation

Contact details	
Completed application forms for this job	Recruitment Warmworks Unit2, 1 Carmichael Place Edinburgh EH6 5PH  or  recruitment@warmworks.co.uk
General enquiries about this job	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a>
For an informal discussion please E-mail to arrange a callback	caroline.smart@warmworks.co.uk

## About Warmworks

Warmworks, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Sureserve Energy Services UK Limited.

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 UK.

Warmworks has already helped more than 40,000 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.

## 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 the country.

### Team aims

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.

### 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 employees 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.

Job Description	
Job title	Customer Service – Team Leader
Job reference	WW-CS-TL
Salary and grade	up to £35,000 per year depending on skills and experience
Location of job	Edinburgh – Office based role
Hours and terms	37 hours per week Mon-Fri Standard office hours 0900-1900 on a shift rotation
Holiday terms	25 days' annual leave, plus 9 public holidays

General terms and conditions	
<ul style="list-style-type: none"> <li>There are no overtime payments for this post.</li> <li>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.</li> <li>All the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.</li> </ul>	

Responsible to	Head of Customer Experience
Responsible for	Customer Service Advisors

Purpose of the job	To support customers in the effective use and management of energy efficient measures received through the Warmer Homes Scotland scheme.
Main objectives and goals	<ol style="list-style-type: none"> <li>Day to day management of the customer service team.</li> <li>Supervise, develop and support the Regional Customer Service Officers assigned to you.</li> <li>Manage &amp; monitor KPIs, reporting &amp; customer service processes</li> </ol>

1. Day to day management of the customer service team	
<ul style="list-style-type: none"> <li>Provide day to day management of Customer Service Advisors, acting as a main point of contact for questions and guidance</li> <li>Motivate and encourage the team through incentives to ensure KPI targets are being met</li> <li>Recognise and monitor performance issues, escalating to the Head of Customer Experience</li> <li>Support Feedback and Insights team with escalated complaint calls</li> <li>Facilitate proactive performance improvement and ensure Team Leaders are aware of any scheme updates or changes.</li> <li>Support cover for other Team Leaders in their absence</li> <li>Responsibility for providing reporting to other teams and stakeholders</li> <li>Pro-actively build and maintain positive relationships with key stakeholders</li> </ul>	

## **2. Supervise, develop and support the Regional Customer Service Officers assigned to you**

- Complete monthly one-to-ones
- Complete quarterly 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 employees who require support with coaching and training

## **3. Manage & monitor KPIs, reporting & customer service processes**

- Complete daily investigation and updates on customer service work queue, making sure all applications are completed in line with SLAs
- Monitor stats and provide updates for the customer service telephony system - Gamma
- Work closely with the Subcontractor team to make sure applications are completed in appropriate timescales.
- Monitor & manage Asbestos process.
- Monitor spend and provide reporting on enabling funds used by the team to support customers.
- Have a good understanding of processes managed by other Team Leaders i.e., gas connections & cluttered properties.
- Making sure all processes are up to date and meet the requirement of the business.
- Manage and support any additional customer processes as and when required.

## **Key contacts**

- Home Energy Scotland
- Scottish Government
- Advocacy groups
- Energy Saving Trust
- Installation Companies

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
<b>Qualifications</b>		
Good general standard of education and/or evidence of continued professional development		✓
<b>Experience</b>		
Experience of providing staff supervision/management	✓	
Experience in a customer service role	✓	
Experience of dealing with vulnerable customers		✓
Experience of working within a call center environment		✓
Experience in analysing trends to improve services		✓
<b>Skills</b>		
Excellent communication skills and ability to communicate with a broad range of people	✓	
A problem solver who puts the customer first and seeks answers	✓	
Target orientated approach	✓	
Ability to communicate complex issues in a straightforward manner	✓	
Experience of giving advice in a professional setting		✓
Ability to effectively manage own workload and meet deadlines	✓	
<b>Personal qualities and attributes</b>		
A team player	✓	
Enthusiastic and interested in helping people	✓	
<b>Additional requirements</b>		
Full valid driving license or other ways of fulfilling the mobility requirements of the job		✓

<b>Staff Expectations of Management Experience</b>
The post holder should expect and be open to <ul style="list-style-type: none"><li>• Effective leadership</li><li>• A positive, honest and enthusiastic working environment</li><li>• Being supported empowered to effectively achieve objectives and goals within your role</li><li>• To be treated fairly and with respect</li><li>• To be provided with appropriate training to ensure ability to effectively carry out your role</li><li>• Regular and appropriate feedback through one to one meetings and annual review and associated processes</li><li>• Having the opportunity to feedback to manager regularly and through the annual review process</li><li>• Adhering to all appropriate Warmworks policies to ensure consistency and fairness and health and safety of you and your colleagues</li></ul>



<b>Complexity</b>
The post holder must be able to: <ul style="list-style-type: none"><li>• Adhere to and advocate Warmworks values</li><li>• Demonstrate flexibility and versatility</li></ul>



<b>Creativity</b>
The post holder will be required to: <ul style="list-style-type: none"><li>• Use their own initiative to provide the best possible outcomes over a wide range of projects</li></ul>



<b>Special conditions</b>
<ul style="list-style-type: none"><li>• Some out-of-hours, overnight stays and weekend working will be required, for which time off in lieu will be given</li></ul>