



## 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	Installer Support Advisor
Job reference	WW-SC-ISO
Location	Edinburgh

The application process	
Application deadline	Applications will be assessed as they are received and interviews for shortlisted applicants will be arranged as soon as possible.
Interview date	TBC
Interview location	Edinburgh
Interview format and length	Panel interview lasting no longer than one hour

Contact details	
Completed application forms for this job	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a> or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
General enquiries about this job	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a>
For an informal discussion about this job	Keith McIntyre <a href="mailto:keith.mcintyre@warmworks.co.uk">keith.mcintyre@warmworks.co.uk</a>

## 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 country.

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	Installer Support Advisor
Job reference	WW-SC-ISO
Salary and grade	Up to £26,000 per annum
Location of job	Edinburgh
Hours and terms	Full time, 37 hours per week – flexibility can be discussed
Holiday terms	25 days' annual leave, plus 9 public holidays (pro rata)

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 of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.</li> </ul>	

Responsible to	Senior Operations Co-ordinator
Responsible for	-

Purpose of the job	This role will be responsible for direct engagement with installer employees to ensure the efficient management and co-ordination of installations in line with SLAs, agreed processes and quality standards. You will also be responsible for engaging directly with customers to support the progression of applications in the installer journey.
Main objectives and goals	<ol style="list-style-type: none"> <li>1. Responsible for building and maintaining effective working relationships with installer employees and portal users</li> <li>2. Responsible for allocating and monitoring the progression of works through the installation journey, in line with agreed processes and SLAs</li> <li>3. Responsible for effective administration including managing work queues, email inboxes and portal updates</li> <li>4. Responsible for customer engagement to support the progression of installations</li> </ol>

<b>1. Responsible for building and maintaining effective working relationships with installer employees and portal users</b>
<ul style="list-style-type: none"> <li>• Develop and maintain effective routes of communication with key portal users and other installer employees to foster a positive, professional and collaborative approach to working</li> <li>• Responsible for supporting any training requirements for installer portal users, escalate any issues or feedback about systems/processes to the Senior Operations Co-ordinator</li> <li>• Engage portal users through regular or ad hoc meetings where required to collaborate and support the effective management of work</li> </ul>
<b>2. Responsible for allocating and monitoring the progression of works through the installation journey, in line with agreed processes and SLAs</b>
<ul style="list-style-type: none"> <li>• Responsible for allocation of works to contractors in line with the agreed approach</li> <li>• Monitor the progression of works in alignment with agreed SLAs and processes, using databases and reporting tools</li> <li>• Pro-actively engage with installer portal users to raise any issues, request updates and to help resolve/progress any difficult cases</li> <li>• Escalate any performance concerns to the Installer Performance Manager</li> <li>• Contribute information and ideas to support installer performance management and to support continuous improvement of processes</li> </ul>
<b>3. Responsible for effective administration including managing work queues, email inboxes and portal updates</b>
<ul style="list-style-type: none"> <li>• Effectively manage designated work queues to ensure they are up to date and managed efficiently to support KPIs and SLAs</li> <li>• Manage your team inboxes to ensure enquiries are actioned promptly, in alignment with agreed timescales</li> <li>• Ensure Filemaker is used appropriately and kept up to date with all actions</li> <li>• Monitor the quality of system updates by portal users, provide support where required</li> <li>• Support with other ad hoc administration tasks that may be required</li> </ul>
<b>4. Responsible for customer engagement to support the progression of installations</b>
<ul style="list-style-type: none"> <li>• Responsible for engaging directly with customers via phone or email to help support the progression of applications in the installer journey</li> <li>• Liaise with installer employees, colleagues or other teams to find solutions to issues preventing customer applications from progressing</li> <li>• Represent Warmworks in line with our values, and follow agreed customer service quality standards and processes</li> <li>• Ensure all customer communication is accurately recorded in the system</li> </ul>

<b>Key contacts</b>
<ul style="list-style-type: none"> <li>• Colleagues across Warmworks</li> <li>• Installer management team</li> <li>• Installer portal users and other employees</li> </ul>

## 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 working in a customer service environment	✓	
Experience of working with vulnerable customers		✓
Experience of managing multiple workflows, and working to SLAs and KPIs	✓	
Experience of working in a similar role		✓
<b>Skills</b>		
Excellent communication skills and ability to communicate with a broad range of people	✓	
Good standard of ICT literacy, including working with databases and Microsoft Office	✓	
Ability to prioritise tasks and effectively organise workload to produce excellent results	✓	
Ability to build relationships internally and externally	✓	
Ability to analyse data and identify trends	✓	
Ability to resolve problems independently	✓	
<b>Personal qualities and attributes</b>		
Good geographic knowledge of Scotland		✓
A team player, with a solution focused approach	✓	

### **Employee Expectations of Management Experience**

The post holder should expect and be open to

- Effective leadership
- A positive, honest, and enthusiastic working environment
- Being supported and 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, 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