



Job Information Pack

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Job details	
Job title	Customer Experience - Aftercare Officer
Job reference	WW-CX-AO
Location	Shetland , Unit 4J, Toll Clock Shopping Centre 26 North Road, Lerwick, ZE1 0DE

The application process	
Application Deadline	Friday, 16 th October 2026
Interview date	Interview dates to be confirmed
Interview format and length	Panel interview

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	recruitment@warmworks.co.uk
For an informal discussion please E-mail to arrange a callback	bernadette.wallace@warmworks.co.uk

About Warmworks

Warmworks, 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 25,000 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 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.

Job Description	
Job title	Customer Experience – Aftercare Officer
Job reference	WW-CX-AO
Salary and grade	up to £28,000 per year depending on skills and experience
Location of job	Shetland
Hours and terms	37 hours per week Mon-Fri Standard office hours 0900-1700 This is a hybrid role with a requirement to be in the office a minimum of 3 days per week, with one of those days being a Friday
Holiday terms	25 days' annual leave, plus 9 public holidays

General terms and conditions	
- 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 the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.	

Responsible to	Feedback and Insights Manager
Responsible for	-

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	1. Provide Aftercare support to customers 2. Create a network of champions within the industry to support the provision of a high-level of care to our customers 3. Maintain an accurate and up-to-date knowledge of industry standards and products installed through the Warmer Homes Scotland scheme 4. Provide support to relevant Warmworks teams in line with objectives of the Aftercare service 5. Provide Customer Experience & Office Support – Shetland

1. Provide Aftercare support to customers
- Provide advice and confidence to customers moving fuel types through education and information sharing - Provide support to customers that have complex barriers preventing the installation of energy efficiency measures - Complete follow up calls up to 6 months after the installation of energy measures to understand areas of improvement and, if required, provide additional support - Assist with the accurate reporting of services provided by the Aftercare team and highlight

insights and areas of improvement • Take ownership of urgent cases to provide best in class care for Warmer Homes Scotland customers and provide professional face-to-face advice where relevant • Have the drive and empathy to solve all queries to conclusion and proactively collaborate to deliver excellent results
2. Create a network of champions within the industry to support the provision of a high-level of care to our customers
• Maintain and build relationships (regionally & nationally) with third party contacts that support customer aftercare; tariff support, meter exchange, warranties, and maintenance • Work closely with colleagues across Warmworks to support the resolution of customer queries under the Warmer Homes Scotland scheme • Refer customers to relevant third parties for additional support, where relevant. • Stakeholder engagement a key aspect to the delivery model and will be crucial for the success of the team
3. Maintain an accurate and up-to-date knowledge of industry standards and products installed through the Warmer Homes Scotland scheme
• Attend training on new technologies to ensure knowledge is current and accurate • Build relationships with technical experts within the business to assist with resolving challenging queries and the administration of processes • Reflect on knowledge of new and emerging technologies to proactively identify target areas for the team
4. Provide support to relevant Warmworks teams in line with objectives of the Aftercare service
• Support Customer Experience Team when required and provide factual and relevant advice • Support reporting across multiple business functions • Support the Feedback & Insights Team with complaints and resolution advice • Ensure individual targets are met, and that excellent customer service is maintained • If required, provide face to face support for customers
5. Provide Customer Experience & Office Support – Shetland
• Greet and assist customers attending the Shetland office in person, providing a warm, welcoming and professional first point of contact for Warmworks. • Provide accurate and relevant information on the energy efficiency measures available to customers, signposting or referring customers to appropriate third-party organisations and HEEPS-ABS colleagues where additional support is required • Provide administrative support during HEEPS-ABS customer campaigns, including recording customer enquiries, gathering supporting evidence, recording eligibility and maintaining accurate records on relevant systems and platforms. • Provide support at local events and community engagement activities when required, representing Warmworks in a professional and customer-focused manner.

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
Qualifications		
Good general standard of education and/or evidence of continued professional development		✓
Experience		
Experience in a customer service role	✓	
Experience of dealing with vulnerable customers		✓
Experience of working within a call center environment		✓
Experience of office administration		✓
Experience writing process documents		✓
Experience in analysing trends to improve services		✓
Skills		
Excellent communication skills and ability to communicate with a broad range of people	✓	
A problem solver who puts the customer first and seeks answers	✓	
Excellent written skills	✓	
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	✓	
Personal qualities and attributes		
A team player	✓	
Enthusiastic and interested in helping people	✓	
Additional requirements		
Full valid driving license or other ways of fulfilling the mobility requirements of the job		✓

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