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	Customer Service Advisor
Job reference	WW-CS-CSA
Location	Edinburgh - hybrid working (flexible working options will be considered)

The application process	
Application deadline	0900, 16th November 2026
Interview date	TBC
Interview location	Edinburgh
Interview format and length	Initial phone interview, followed by panel interview lasting no longer than one hour

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 please E-mail to arrange a callback	Adam Smart, Team Leader adam.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 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 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 Service Advisor
Job reference	WW-CS-CSA
Salary and grade	£25,878 per annum
Location of job	Hybrid – Edinburgh (flexible working options will be considered)
Hours and terms	37 hours per week, Mon-Fri Office hours are 0900-1900 (flexible working options will be considered)
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	Head of Customer Experience

Purpose of the job	Managing all customer enquiries and achievement of service levels in line with Service Level Agreements and Key Performance Indicators
Main objectives and goals	1. Manage customer enquiries 2. Handle exceptions to customer journey 3. Customer feedback and appeals

1. Manage customer enquiries
• Take ownership of customer enquiries: ensure that all enquiries are resolved and focus on right first-time resolution • Provide a welcoming and friendly customer environment, providing factual and relevant advice. • Provide information and, where appropriate, make referrals on behalf of customers to third parties for additional support • Proactively identify customer vulnerabilities and communication needs, tailoring our advice and service to support individual requirements • Advocate advice for Warmer Homes Scotland and have a comprehensive understanding of the scheme • Ensure your individual targets are met, and that excellent customer service is maintained. • Maintain an accurate and up to date basic knowledge of energy efficiency measures available on Warmer Homes Scotland
2. Handle exceptions to customer journey
• Handle exceptions to customer journey: proactively identify and help to resolve for any customers suffering delays or experiencing issues in progressing through the customer journey

- Work with local third parties: form relationships with key contacts at a local and regional level that can support customer enquiries or assist in issues that may impact or delay the customer journey
- Liaise with Warmworks teams to ensure that there is a smooth customer journey when there are issues impacting installations going ahead
- If required provide face to face support for customers
- Proactively identify improvements to service delivery: proactively identify ideas and suggest improvements to the Warmworks customer journey, positively and constructively raising areas for enhancement to the customer experience

3. Customer feedback and appeals

- Support the successful resolution of customer complaints and appeals regarding Warmer Homes Scotland
- As the first point of customer contact, gather evidence and information in a timely manner providing it to the Feedback and Insights team
- Record customer feedback on our Filemaker
- Promote customer feedback through our CSAT and Trustpilot
- Be a main point of contact for any complaints that have been assigned to you

Key contacts

- Home Energy Scotland
- 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	✓	
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	✓	
Target orientated approach	✓	
Ability to communicate complex issues in a straight forward manner	✓	
Experience of giving advice in a professional setting		✓
Personal qualities and attributes		
A team player	✓	
Enthusiastic and interested in helping people	✓	

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