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	Feedback & Insights Officer
Job reference	WW-CX-FAIO
Location	Edinburgh

The application process	
Application deadline	4pm, 23 October 2026
Interview date	TBC
Interview location	Edinburgh
Interview format and length	Panel interview lasting no longer than one hour & written task

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	Bernie Wallace, bernadette.wallace@warmworks.co.uk, 07586096355

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	Feedback and Insights Officer
Job reference	WW-CX-FAIO
Salary and grade	up to £28,000 per year depending on skills and experience
Location of job	Edinburgh
Hours and terms	37 hours per week
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 of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.

Responsible to	Feedback & Insights Manager
Responsible for	None

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 incoming complaints and appeals 2. Deliver Feedback & Insights shared service 3. Managing customer satisfaction and feedback through customer insights process 4. Additional duties

1. Manage incoming complaints and appeals
• Support the successful resolution of customer complaints and appeals primarily on the Warmer Homes Scotland contract over the phone and through written communications, with a high level of independence • Manage more difficult, sensitive, and escalated calls and support customers through their customer journey and if required provide a face-to-face appointment to offer additional support and help getting the complaint to resolution • Work across multiple internal departments and build strong working relationships, with a view to ensuring all queries and complaints are resolved as efficiently as possible • Manage all complaints and appeals within Service Level Agreement requirements

- When required, provide support to the Head of Customer Experience and SLT on any complaints or queries received from agencies, advocacy groups, MSPs, MPs, or Government Officials
- Overall responsibility for any appeals received from Energy Saving Trust regarding qualifying criteria. Support reporting to the Feedback & Insights Manager on all complaints and appeals across all Warmworks contracts.
- Support delivery of training on complaints and appeals process when required
- Work closely with external stakeholders to build strong relationships, to effectively manage complaints

2. Deliver Feedback & Insights shared service

- Support on all contracts delivered by Warmworks across the UK, ensuring that a consistent level of service is provided in all regions
- Attend meetings as required on behalf of F & I Manager, to deliver information, provide insight from the Customer Experience department, and feed back to the team as appropriate
- With the support of F&I Manager, create reporting bespoke to the contract to ensure that
- Support in identifying training required, and deliver training to colleagues in other departments

3. Managing customer satisfaction and feedback through customer insights process

- Manage customer satisfaction process (CSAT) returned monthly ensuring all customers are called back and have a resolution to their response
- Managing customer satisfaction for customers who have cancelled before the installation measure, making sure call lists are provided monthly and all feedback is collated
- Provide monthly report to the Feedback & Insights Manager on the outcomes from CVQ highlighting any trends
- Make sure all feedback received is lodged into the Customer Relationship Management system and highlighted to the relevant managers and installers where applicable
- Actively promote positive feedback internally and externally by encouraging customers to record their experiences on Trustpilot
- Provide wider support to the communications team by identifying and completing customer case studies who can also be contacted for home visits with key stakeholders

4. Additional duties

- Support customer experience team when required
- Support reporting across multiple business functions
- Identify and proactively distribute positive feedback received
- Support the wider teams with complaints and resolution advice
- Write process documents to support insights identified as part of our continuous service improvement

Key contacts

- Energy Saving Trust
- Subcontractor team

- MSP/MP caseworkers Advocacy groups
- Installers

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-centre 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	✓	
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	✓	
Innovative approach to resolving complex issues	✓	
Personal qualities and attributes		
A team player	✓	
Enthusiastic and interested in helping people	✓	
Additional requirements		
Full valid driving licence 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 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