

# Job Information Pack

This pack contains the following information:

- Job details
- The application process
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- Information about Warmworks
- Information about the team the job is based with
- Job description
- Person Specification

Job details	
<b>Job title</b>	Regional Customer Service Officer
<b>Job reference</b>	WW-CS-RCSO
<b>Location</b>	Edinburgh  Please note our team is currently combining working at home, with time in the office, in line with Government guidance in response to COVID-19.

The application process	
<b>Application deadline</b>	28 January 2022, by 9.00am
<b>Interview date</b>	Interview dates to be confirmed 1 <sup>st</sup> Stage – Telephone interview 2 <sup>nd</sup> Stage –Interview via Teams/Zoom
<b>Interview location</b>	Edinburgh or online (via Teams or Zoom)
<b>Interview format and length</b>	Initial phone interview followed by panel interview

Contact details	
<b>Completed application forms for this job</b>	recruitment@warmworks.co.uk  or  Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH

<b>General enquiries about this job</b>	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a>
<b>For an informal discussion about this job</b>	<a href="mailto:Caroline.smart@warmworks.co.uk">Caroline.smart@warmworks.co.uk</a>

## 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 22,000 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.

<b>Job Description</b>	
<b>Job title</b>	Regional Customer Service Officer
<b>Job reference</b>	WW-CS-RCSO
<b>Salary</b>	up to £21,200 per year
<b>Location of job</b>	Edinburgh
<b>Hours and terms</b>	37 hours per week Mon-Fri Standard office hours 0900-1900 on a shift rotation (We are currently running a reduced service of 0900-1700 as a result of COVID-19. This will be discussed at interview stage)
<b>Holiday terms</b>	25 days' annual leave, plus 9 public holidays

<b>General terms and conditions</b>	
<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>	

<b>Responsible to</b>	Customer Service Manager
<b>Responsible for</b>	-

<b>Purpose of the job</b>	Managing all customer enquiries and achievement of service levels in line with Service Level Agreements and Key Performance Indicators .
<b>Main objectives and goals</b>	<ol style="list-style-type: none"> <li>1. Manage incoming customer enquiries</li> <li>2. Handle exceptions to customer journey</li> <li>3. Support complaints &amp; appeals</li> </ol>

<b>1. Manage incoming customer enquiries</b>	
<ul style="list-style-type: none"> <li>• Manage incoming customer enquiries: ensure that all incoming customer enquiries are resolved to service levels and focus on right first time resolution of all issues</li> <li>• Providing factual and relevant advice to the customer</li> <li>• Providing information and, where appropriate, making referrals on behalf of customers to third parties for additional support</li> <li>• Advocating advice for Warmer Homes Scotland and having a comprehensive understanding of the scheme</li> <li>• You will ensure that your individual targets are met, and that excellent customer service is maintained</li> </ul>	

<ul style="list-style-type: none"> <li>• Maintain an accurate and up to date basic knowledge of energy efficiency measures available on the programme</li> </ul>
<b>2. Handle exceptions to customer journey</b>
<ul style="list-style-type: none"> <li>• Handle exceptions to customer journey: proactively identify and help to resolve any customers suffering delays or experiencing issues in progressing through the customer journey</li> <li>• Work with local third parties: form relationships with key contacts at a local and regional level that can help to tackle customer enquiries or assist in unblocking issues that may impact or delay the customer journey</li> <li>• Liaise with Warmworks Subcontractor team to ensure that there is a smooth customer journey when there are issues impacting installations going ahead</li> <li>• If required provide face to face support for customers with communication cha</li> <li>• 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</li> </ul>
<b>3. Support complaints &amp; appeals</b>
<ul style="list-style-type: none"> <li>• Support the successful resolution of customer complaints and appeals regarding Warmer Homes Scotland.</li> <li>• Manage all complaints &amp; appeals within Service Level Agreement requirements</li> <li>• Be a main point of contact for any complaints that have been assigned to you by the Customer Manager or Senior Customer Service Officer.</li> </ul>

<b>Key contacts</b>
<ul style="list-style-type: none"> <li>• Home Energy Scotland</li> <li>• Energy Saving Trust</li> <li>• Installation Companies</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 in a customer service role	✓	
Experience of dealing with vulnerable customers		✓
Experience of working within a call centre environment		✓
Experience of office administration	✓	
<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 straight forward manner	✓	
Experience of giving advice in a professional setting		✓
<b>Personal qualities and attributes</b>		
A team player	✓	
Enthusiastic and interested in helping people	✓	

<b>Staff Expectations of Management Experience</b>
<p>The post holder should expect and be open to</p> <ul style="list-style-type: none"> <li>• Effective leadership</li> <li>• A positive, honest and enthusiastic working environment</li> <li>• Being supported and 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>
<p>The post holder must be able to:</p> <ul style="list-style-type: none"> <li>• Adhere to and advocate Warmworks values</li> <li>• Demonstrate flexibility and versatility</li> </ul>

<b>Creativity</b>
<p>The post holder will be required to:</p> <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>