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The Energy Agency is a dynamic organisation and independent charity, promoting energy efficiency awareness and renewable energy in the domestic, business and community sectors throughout South West Scotland.

The Energy Agency has held the contract to manage the Home Energy Scotland advice centre for South West Scotland since 2008. The South West centre is one of the network of five centres in Scotland; these are funded by the Scottish Government and managed by the Energy Saving Trust.

Our Home Energy Scotland South West Advice Centre covers the local authority areas of North, South and East Ayrshire and Dumfries & Galloway.

The Energy Agency delivers a variety of contracts, including Home Energy Efficiency Programme for Scotland: Area Based Schemes for local authorities in south west Scotland and education work covering all aspects of advice on energy efficiency, micro generation and sustainability in North, South and East Ayrshire and Dumfries and Galloway. The Energy Agency is committed to reducing our own energy, water and materials waste, thereby improving our overall efficiency.

# JOB DESCRIPTION

**Post Title** Customer Service Advisor

**Salary** £19,418 (SCP27) per annum plus contributory pension.

**Contract Length** To 31st March 2022 with potential extension

**Workplace** Energy Agency, Watson Peat Building, Auchincruive, Ayr KA6 5HW. (Currently Home Working as per government guidelines)

**Responsible to** Operations Officer of Home Energy Scotland advice centre south west (or as delegated within the advice centre Management Team).

**Primary Purpose** The Customer Service Advisor will be employed on the Home Energy Scotland contract, based at the Energy Agency and will promote energy efficiency messages to householders in Ayrshire and Dumfries and Galloway.

You’ll be part of a supportive team in a small but busy call centre. This is a target focussed environment which is mainly phone based dealing with both inbound and outbound advice calls. You will support our customers by providing them with independent and impartial advice about how to keep warm and save energy and money in their homes. In addition to this we operate an extensive events calendar throughout the year covering a wide variety of events across the area where you will deliver energy efficiency advice face to face with customers.

Our aim is to deliver a world class advice service and everyone has a part to play in that. But don’t worry, you don’t need to know everything, you bring the right attitude and we provide the training. We have an extensive 6-8 week training plan which includes a City & Guilds and SQA qualification to ensure you have all the knowledge you need to advise our customers.

**Key tasks for which the post holder will be responsible and accountable:**

**The Customer Service Advisor will be responsible for:**

* Handling and responding to customer enquiries through telephone calls, written correspondence and face-to-face at events
* Delivering accurate and impartial advice on energy efficiency, renewable energy and low carbon transport to householders, including the delivery of relevant Scottish Government programmes and other offers available
* Providing information and, where appropriate, making referrals on behalf of customers to grants, subsidies and other sources of funding for the installation of energy saving measures
* Ensuring that information and data entered into the customer relationship database is accurate and efficiently maintained.
* Representing Home Energy Scotland at events designed for householders, community groups and businesses.

**Principle Accountabilities**

1. To provide advice in accordance with the standards set out in the Home Energy Scotland advice centre contract
2. To contribute to ensuring that performance targets set by the Advice Centre and Home Energy Scotland in respect of the service are met.
3. To contribute to the maintenance of customer relationships to assist in every way possible for the customer to take action.
4. To liaise with colleagues, and work under the direction of the Advice Centre Management Team, to ensure that partners, events and opportunities for promoting Home Energy Scotland are maximised and delivered effectively.
5. To respond appropriately in respect of any agreements signed with local partners within the advice network.
6. To undertake any other duties appropriate to the post, as instructed by senior staff.

Full time work will be 35 hours per week, there may be the requirement to work out with those hours.

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| Qualifications | Essential | Desirable |
| * Five standard grades or equivalent qualifications
 | x |  |
| * HND or equivalent and/or work experience in a similar field
 |  | x |
| Job related skills and attributes |  |  |
| * Excellent customer engagement skills; able to engage with people over the phone or face to face
 | x |  |
| * Computer literacy and accurate data input and numeracy skills
 | x |  |
| * Ability to work with minimal supervision to achieve goals
 | x |  |
| * Strong commitment to call quality
 | x |  |
| * Strong team player
 | x |  |
| * Good presentation skills
 |  | x |
| * Knowledge of energy efficiency solutions for homes, especially in retrofit situations
 |  | x |
| * Knowledge of energy issues relating to the domestic sector
 |  | x |
| * An understanding of social and environmental issues
 |  | x |
| * Knowledge of the local area
 |  | x |
| * City & Guilds 6176 in Energy Awareness
 |  | x |
| **Experience** |  |  |
| * Use of contact center customer relationship management (CRM) systems
 | x |  |
| * Experience of giving complex advice in a customer focused environment
 | x |  |
| * Experience in working in an environmental or energy related field
 |  | x |

**Closing Date:** 1st August 2021

**Formal interviews:** w/c 16th August 2021

**Venue:** Interviews may take place via Zoom depending on lockdown guidelines at the time

If face to face: Energy Agency Offices, Watson Peat Building, Auchincruive, Ayr KA6 5HW

This will be confirmed on the interview invite