

JOB DESCRIPTION

Role Title	Customer Services Advisor		
Directorate	Mike Thornton		
Team	Services Delivery Team - Scotland		
Line Manager	Peter Mitchell		
New/ Existing Role	New		
Perm/ Fixed Term	Fixed Term	Grade 5	
Job Purpose	To deal with telephony enquiries made to Services Delivery in relation to the relevant grant and loans scheme administered		
Resource Management Responsibilities	Budget/ Equipment Accountabilities	People (EST) Accountability	Contractor Accountability
	Nil	Nil	Nil
Organisational Context	See organisation chart attached		
Critical Accountabilities (between 4-8)	<ul style="list-style-type: none"> • Provide a holistic first time resolution service which centres on the customer, whilst still delivering at scale; • Focus on customer service and delivering an effective customer journey. To this end during the financial year we aim to achieve: <ul style="list-style-type: none"> • call quality with a target of achieving an average score of 90% • 90% of our customers being satisfied with our service. • Manage voicemails let by applicants and arrange call backs as required; • Contact customers as required via e-mail/letter/telephone to resolve any issues; • Support grant and loan administration during periods of low call volumes • And ad-hoc tasks as required 		

Competency Requirements	Level 1	Level 2	Level 3	Level 4
Communication, interpersonal and negotiation skills			•	
Financial and commercial acumen			•	
Delivering results			•	
Applying knowledge and expertise			•	
Customer Focus			•	
Change Management				•
Team Working				•
Knowledge, skills and qualifications required	Must have: <ul style="list-style-type: none"> • Experience of working in a call centre environment; • The ability to work under own initiative with minimal supervision; • An ability to communicate effectively by telephone to a range of audiences including vulnerable applicants • A sound knowledge of MS software, particularly Intermediate or Advanced Excel; • An enthusiastic and positive approach • The ability to meet any set targets; 			
	Desirable: <ul style="list-style-type: none"> • An understanding of energy efficiency and renewable energy technologies. • An understanding of energy policy and how this translates into deliverables. 			