

JOB DESCRIPTION

Job Title: **Advisor**

Location: **Bryson Energy – Enniskillen**

Accountable To: **Contact Centre Manager**

MAIN TASK

The post holder will be required to receive inbound telephone enquiries to the advice line and make outbound calls giving appropriate energy advice to domestic householders. He/she will also provide relevant advice and information to householders via a range of media on energy related topics.

The post holder will be responsible for inputting records onto a data capture system.

Full training will be provided.

KEY RESPONSIBILITIES

1. To receive inbound and make outbound calls primarily to householders.
2. To respond to requests for information providing the appropriate advice.
3. To input customer records into the appropriate database systems.
4. To assist with the administration of a range of other energy rated projects.
5. To maintain accurate and efficient records and to produce reports
6. To make follow up calls to evaluate the service.
7. To provide accurate advice on grants, schemes, services and cash backs, details of approved energy products, manufacturers, installers and retailers.
8. To maintain ownership of enquiries until they are resolved or passed to other agencies and work with these agencies to ensure a high quality of service is provided at all times.
9. To ensure accurate and timely referrals to grant schemes on behalf of customers.
10. To signpost customers to relevant agencies.
11. To forward information to customers, partners, managers in a range of formats.
12. To ensure high levels of customer service are consistently provided in accordance with project guidelines and those procedures endorsed by Bryson Energy

13. To handle and log complaints in accordance with Bryson Energy procedures.
14. To contribute to monthly targets.
15. To participate in the promotion and marketing of Bryson Energy services.
16. To provide advice to the general public face to face, events and exhibitions.
17. To undertake any other duties as required.
18. To carry out online research on business topics, as required, so as to maintain relevant up-to-date knowledge.

GENERIC TASKS

1. Providing advice and information on energy conservation to homeowners, tenants, landlords, and businesses
2. Collating and inputting data in an agreed format
3. Reporting on agreed project targets
4. Maintaining accurate records of all customer contacts
5. Submitting progress reports as and when required
6. Keeping records and providing reports (verbally and in writing) to relevant stakeholders
7. Attending and completing training courses as required
8. Participating in individual supervisions and training with Line Managers
9. Participating in project team meetings
10. Ensure a high level of customer service in accordance with Bryson Energy and project objectives
11. To ensure that the Bryson Energy Code of Conduct, Health & Safety, Lone Worker, Data Protection, Equal Opportunity and all other relevant policies as they apply to the services are followed at all times.
12. To support other Bryson Energy projects and staff, where required
13. To participate and contribute to all ISO audits.
14. To participate in Bryson Energy organisational development as required
15. Such other relevant duties as may, from time to time, be allocated

Bryson Energy staff are expected to carry out their own administrative/IT work, including word processing, internet research, e-mail, maintenance of records, timesheets, expenses and answering direct phone calls.

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the post-holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

TERMS AND CONDITIONS:

JOB TYPE	Fixed Term until 31 st March 2018
SALARY	£15,152.10 (amended April 2017)
HOURS	35 hours per week. (9am – 5pm). It is essential that the post holder be flexible as late night and weekend work may occur from time to time.
HOLIDAYS	12 statutory days Pro Rata 20 days holiday Pro rata
PROBATION PERIOD:	6 months
NOTICE	1 month – in writing

Bryson Charitable Group sick pay applies

Contributory pension scheme applies

Bryson Charitable Group has a no smoking policy – we thank you for not smoking during work hours

All Bryson Charitable Group employees are required to respect an individual's right to privacy, dignity, choice and independence

Personal Specification

Criteria	Bryson Energy	Essential	Desirable	Tested
Experience	➤ At least one years' experience in providing customer focused energy advice in a Contact Centre role	✓		Application Form
	➤ ICT skills and experience of capturing & recording data in a Customer Relationship Management System and delivering data in a report format	✓		Interview
Qualifications	➤ 5 GCSE's including English and Maths A – C grade standard or equivalent	✓		Application Form
	➤ Recognised Qualification in Energy Efficiency or Renewable Energy		✓	Application Form
	➤ ICT Qualification and proven computer skills including e-mail, internet, databases and spreadsheets	✓		Application
Skills & Aptitudes	➤ Excellent communication skills & proven professional telephone manner	✓		Interview
	➤ Ability to work within a team or on own initiative, support team decisions	✓		Interview
	➤ Commitment and enthusiasm for advice giving	✓		
	➤ Results orientated and good organisational skills, including the ability to work to deadlines and prioritise work	✓		Interview
	➤ Ability to follow office systems and keep tidy and efficient records	✓		Interview
Personal Qualities	➤ Full Driving Licence and use of a vehicle for work purposes		✓	Application Form