



Job Description and Particulars of Appointment

Feb22

1a. Details of Post

- Post: Customer Service Administrator
- Reporting to: Energy Services Team Leader
- Post Number: TBC
- Grade and SCP: Scale 1, SCP 1-3

2. Role and Scope

West Mercia Energy (WME) is a purchasing organisation jointly owned by four councils. We are responsible for public sector energy procurement and energy management and offer a range of energy contracts to Local Authorities, schools, colleges and other public bodies.

To assist in the day to day running of the Customer Services Department, and offer the necessary administration support to the Organisation.

Maintains effective and productive working relationships with colleagues, customers and other partners as appropriate.

3. Key Responsibilities

- Responsible to the Energy Services Team Leader, who is in turn responsible for the post holders health and safety, training and development.
- Work within the Energy Services Team, to respond to customer queries (raised by telephone and email)
- To offer administration support to primarily the Energy Services Department.
- To prepare and issue regular reports.

4. Main Duties

- Monitor the Customer Services inbox daily and ensure that all customer emails are responded to in a timely manner or referred to a team member for action.
- Answer telephone calls promptly and respond to customer queries professionally and efficiently.

- Maintain a detailed log of all customer queries and to action each problem to the point of resolution. To adhere to an escalation procedure for all queries not resolved within agreed timescales, and to ensure that the Energy Services Team Leader is notified of all queries which may need to be referred for special action.
- Maintain the WME system and ensure it is fully updated to reflect accurate information to enable successful billing.
- Liaise with suppliers, customers and other relevant stakeholders to facilitate Supplier's meter exchange and AMR installation programmes. Update WME systems to accurately reflect the status and progress of all meter exchanges undertaken.
- Validate customer meter reads received and issue to supplier within the read validation window, and to feedback to customers any issues with reads provided.
- Assist in issuing read reminder emails to customers.
- Assist in issuing various communications to customers, including the preparation of accruals to customers where billing has been delayed.
- Undertake general office admin duties such as printing, photocopying, filing and posting.
- Place oil orders in a timely manner to ensure delivery within agreed service levels.
- Provide cover for the Siteworks inbox.
- Provide support as requested by the Energy Services Team Leader
- These duties are illustrative and not exhaustive. The post holder will be expected to become involved in a range of work and responsibilities to enable WME to respond effectively to changing requirements and changes affecting the workforce.

4. Performance & Customer Focus

The post holder will ensure they;

- adopt a customer focused approach, ensuring engagement with customers and maintenance of an appropriate personal profile,
- act as an advocate for their service and work collaboratively with colleagues across West Mercia Energy to meet the needs of customers,
- meet individual, service and personal development targets agreed through the Personal Development Review Process, learn from experience and be committed to continuous improvement individually and as an employee of West Mercia Energy,
- work with colleagues to meet the team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of West Mercia Energy corporate and service objectives,

- meet the behaviours and competencies adopted by West Mercia Energy in the way in which they achieve their objectives and carry out their work.

6. Conditions of Service

- a) The post is based in Shrewsbury but home working will be considered for up to two days a week.
- b) The post is graded scale 1 Spinal Point 1-3. The following salaries are effective from 1 April 2021 based on full time working. The starting point is normally at the lowest incremental point with progressions on 1 April each year through the scale. Increments are not given during the first 6 months probationary period. However, if the probationary covers 1 April the first increment will be granted once 6 months satisfactory service has been completed.

Spinal Point	Annual FT Salary
1	£20,892
2	£21,338
3	£21,766

- c) This post is subject to the following:
- The post is permanent, for a maximum of 37 hours per week
 - Normal full time office hours are 8:45am to 5pm Monday to Thursday and 8:45am to 4pm on Fridays.
 - The post will come with Flexible Working Hours currently adopted by WME
- d) The post carries eligibility to join the Local Government Superannuation Scheme.
- e) Annual leave entitlement is 22 days per annum (given length of service). Bank holidays also apply.
- f) The appointment is subject to one months' notice in writing on either side.
- g) The appointment is subject to six months satisfactory probation service during which time the notice period will be one week on either side.

7. Pre-employment Requirements

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references.
2. Medical report.
3. Evidence of the qualifications required for the post listed on your application form



Person Specification

POST OF: Customer Service Administrator

Please ensure that the Job description and Person Specification are used as a guide when completing your application form. All other criteria below will be assessed via your application form, further methods will be used to support this at interview stage. You are expected to use the application form as a means to demonstrate, with examples, how you meet the person specification criteria below – a re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S – Scenario, I – Interview, T – Test, D – Documents

Qualifications

How Assessed – D, I

Essential:

A good general level of education to include at least 5 GCSE passes at grade C or above (or the equivalent) including maths and English.

Desirable:

Educated to degree level

Work experience and vocational training

How Assessed – I

Essential:

The ability to manipulate large volumes of data accurately.

Detailed advanced knowledge of Microsoft Office Applications

Desirable:

Experience of working within the energy sector.

Other relevant experience and/or job related personal skills

How Assessed – I, T

Essential:

Good numeracy skills, with an eye for detail.

Good organisational skills.

Good communication skills, to build up and sustain excellent rapport with colleagues and customers, particularly with customers on the telephone and email

Creative and innovative problem solver

Desirable:

Specialist Knowledge	How Assessed – I, T
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Essential:

Experienced in use of Microsoft Office to gather, manipulate and produce reports in various formats, including Excel and Word.

Desirable:

Experience of working within the energy sector.

Job related personal skills	How Assessed – I, T
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Essential:

Excellent interpersonal skills to build up and sustain outstanding rapport with colleagues and customers.

Able to demonstrate a good level of professionalism and an eye for detail, producing work which is accurate and well presented.

The awareness of exactly what is expected and the acceptance of target setting and measurement with the associated desire to perform effectively without distraction

The ability to work unsupervised and on your own initiative, taking responsibility for your actions, and also as part of a team.

Good interpersonal skills to build up and sustain outstanding rapport with colleagues and customers.

The ability to work under pressure and adapt accordingly.

Desirable:

Special Working Conditions	How Assessed – I
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Essential:

Working additional hours as required to meet service and customer needs.

Ability to work in a mobile and agile environment / Ability to work remotely.