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| <b>Job Title</b>            | Customer Support Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Reports To</b>           | Performance Improvement Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Grade</b>                | Grade 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Purpose</b>              | To communicate face-to-face with our customers before and after planned work affecting their homes, work collaboratively with operational teams on site to ensure the work is completed as efficiently as possible and that customers feel they've received a 10/10 level of service. You'll also identify priority customers who require extra assistance during our work and put arrangements in place to minimise the inconvenience to them and deal with customer issues as and when they arise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Key Accountabilities</b> | <ul style="list-style-type: none"> <li>• Attend regular planning meetings with Performance Manager and Programme Controller</li> <li>• Door knock and meet individual customers before the operations team start work</li> <li>• Identify priority customers and make necessary arrangements to minimize inconvenience</li> <li>• Promote the priority service register sign ups with eligible customers.</li> <li>• Record and feedback accurate and relevant information to key stakeholders involved in delivering the customer experience.</li> <li>• Ensuring customers know who to contact for an enquiry when work will start and finish, address any queries the customer may have about the work</li> <li>• Ensuring that the customer fully understands initial notification letter</li> <li>• Build strong rapport with operational colleagues to deliver the customer journey effectively.</li> <li>• Once project complete, revisit customers to confirm satisfaction making sure they feel they've had a 10/10 level of service.</li> <li>• Support formulation and delivery of communication strategy on high profile projects (e.g. attend customer drop-in centres, planning meetings etc.)</li> <li>• Deliver customer service improvement strategy within the local area</li> <li>• Attend community engagement events</li> <li>• Promote safety campaigns in schools</li> <li>• Attend, present and discuss updates at monthly operational meetings.</li> <li>• Produce additional bespoke communications as and when required</li> <li>• Liaise with Corporate Affairs team to produce press releases where applicable</li> </ul> |

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| <b>Technical Know-How &amp; Skills</b> | <ul style="list-style-type: none"> <li>• Self-motivated with an ability to thrive in a dynamic target driven environment</li> <li>• Experienced in a customer service role</li> <li>• Confident in dealing with customers and field operatives on site</li> <li>• Excellent negotiation skills</li> <li>• Excellent communicational and, organisational skills</li> <li>• Good public presentation skills</li> <li>• A high standard of keyboard skills and a working knowledge of standard Microsoft applications</li> <li>• Full driving license is essential</li> <li>• Regular travel required</li> <li>• Good knowledge of the Gas Industry is desirable</li> <li>• Ability to demonstrate our core behaviours of teamwork, customer service, pride and energy</li> </ul> |
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