

## Job description

<b>Role Title</b>	Customer Experience Officer		
<b>Directorate</b>	Energy		
<b>Team</b>	Customer Experience team		
<b>Line Manager</b>	Customer Experience and Quality Manager		
<b>Perm/fixed term</b>	Permanent	Grade 4	
<b>Job Purpose</b>	To collaboratively maintain and improve the quality and customer experience for people using all Energy Saving Trust advice services, to ensure we and Home Energy Scotland subcontractors deliver a world class service and advisors perform well. Achieved through monitoring, trend analysis, coaching, training, resource and process maintenance and the application of innovative solutions to continually improve. Support various customer experience projects, processes and escalated complaints.		
<b>Resource Management Responsibilities</b>	<b>Budget/ Equipment Accountabilities</b> Nil	<b>People (EST) Accountability</b> Nil	<b>Contractor Accountability</b> Nil
<b>Critical Accountabilities (between 4-8)</b>	<ul style="list-style-type: none"> <li>Assist the team in monthly monitoring spot-checks, preparing reports and benchmark with local evaluators to ensure consistency and identify trends and opportunities for improvement, thinking both about the customer experience and advisor delivery.</li> <li>Liaise with, coach, upskill and develop cross team CX colleagues and support them to meet or exceed contracted standards of service and improve the quality of advice and experience provided to customers.</li> <li>Contribute to Home Energy Scotland's digital evolution plans to improve user access, quality and wider customer experiences, ensuring customer journeys are a holistic experience regardless of channel by collaborating across teams and stakeholders.</li> <li>Completion and maintenance of all required reports, processes and administration and attendance/facilitation of several key collaborative meetings.</li> <li>Ensure EST and HES advisor material always provides value and is up to date, factual, relevant, engaging and interactive.</li> <li>Support the development and delivery of any required training to continuously improve all aspects of advice services, and design/deliver training as necessary.</li> <li>Support the handling of customer feedback and complaints. This may include handling escalated complaints, reporting to Government, identifying trends and addressing training needs.</li> <li>Provide support to the customer experience team on any current project-based work which contributes to the overall customer experience related objectives.</li> </ul>		

Competency Requirements	Level 1	Level 2	Level 3	Level 4
Communication, interpersonal and negotiation skills			X	
Financial and commercial acumen				X
Delivering results			X	
Applying knowledge and expertise			X	
Customer Focus		X		
Change Management			X	
Managing/influencing People			X	
Team Working			X	
Knowledge, skills and qualifications required	<p><b>Must have:</b></p> <p><b>Key knowledge/Skills/abilities:</b></p> <ul style="list-style-type: none"> <li>• Customer focused.</li> <li>• Excellent organisational, reporting and administrative skills.</li> <li>• Exceptional communication skills, both written and verbal.</li> <li>• Coaching and influencing skills.</li> <li>• Experience in designing and delivering presentations (virtually and face to face).</li> <li>• Strong data analytical and research skills with a meticulous eye for detail.</li> <li>• Ability to identify areas of improvement and recommend solutions/implement actions.</li> <li>• Self-starter and able to work on own initiative.</li> <li>• Ability to prioritise tasks within a demanding environment.</li> <li>• Results orientated with the ability to work to deadlines.</li> <li>• Team player who works co-operatively to deliver results.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Previous call monitoring experience beneficial but training can be provided.</li> <li>• Report and process writing experience.</li> </ul>			