

## Job Description

<b>Role Title</b>	<b>Telephone Advisor – NPG</b>		
<b>Directorate</b>	Consumer Advice		
<b>Team</b>	Wales/UK wide		
<b>Line Manager</b>	Advice Centre Team Leader		
<b>Perm/ Fixed Term</b>	Permanent	Grade 5	
<b>Job Purpose</b>	<p>The Telephone Advisor role forms part of a team delivering effective and informative advice to householders on energy efficiency.</p> <p>Telephone Advisors take inbound calls and make pro- active outbound calls to encourage and record actions taken by households towards achieving a low carbon lifestyle.</p> <p>The Telephone Advisor will be key in delivering excellent customer service and driving call standards to increase engagement with consumers in Wales.</p>		
<b>Resource Management Responsibilities</b>	<b>Budget/ Equipment Accountabilities</b> None	<b>People (EST) Accountability</b> None	<b>Contractor Accountability</b> None
<b>Critical Accountabilities (between 4-8)</b>	<p>You will be responsible for ensuring performance levels are met in terms of:</p> <ul style="list-style-type: none"> <li>▪ Actively encourage a number of households to uptake energy saving measures in their home</li> <li>▪ Providing excellent customer service, exceeding the minimum standard of call quality required</li> <li>▪ Ensuring all enquiries are answered within specified service levels</li> <li>▪ Ensuring all enquiries are accurately recorded within specified timescales</li> <li>▪ Ensuring individual and team targets are achieved within specified timescales</li> <li>▪ Providing timely and proactive follow-up advice via telephone</li> </ul>		

Knowledge, skills and qualifications required	<b>Must have:</b> <ul style="list-style-type: none"><li>▪ Proven experience of delivering high standard of customer service</li><li>▪ Experience of working within a target focussed environment</li><li>▪ Excellent telephone and customer care skills</li><li>▪ Good IT skills (Microsoft Office suite, internet, use of databases)</li></ul>
	<b>Desirable:</b> <ul style="list-style-type: none"><li>▪ Knowledge and understanding of energy efficiency</li><li>▪ The ability to communicate difficult subject matters easily</li></ul>