

Job Description

Role Title	Telephone Advisor - SWS		
Directorate	Consumer Advice		
Team	UK wide		
Line Manager	Advice Centre Team Leader		
Perm/ Fixed Term	Permanent	Grade 5	
Job Purpose	<p>The Telephone Advisor role forms part of a wider 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 talk through and confirm customers meet the eligibility criteria for a UK Government funded grant scheme. The scheme enables households on low incomes or in receipt of benefits to have energy efficient improvements made to their homes.</p> <p>The Telephone Advisor will be key in delivering excellent customer service and driving call standards to increase engagement with consumers living in England.</p>		
Resource Management Responsibilities	Budget/ Equipment Accountabilities None	People (EST) Accountability None	Contractor Accountability None

<p>Critical Accountabilities (between 4-8)</p>	<p>You will be responsible for ensuring performance levels are met in terms of:</p> <ul style="list-style-type: none"> • Taking customers through an assessment of whether they meet the defined eligibility criteria of a grant scheme and outlining next steps, including signposting those ineligible to further sources of information • Providing excellent customer service, exceeding the minimum standard of call quality required • Ensuring all enquiries are answered within specified service levels • Ensuring all enquiries are accurately recorded within specified timescales • Ensuring individual and team targets are achieved within specified timescales • Providing timely and proactive follow-up information via telephone
<p>Knowledge, skills and qualifications required</p>	<p>Must have:</p> <ul style="list-style-type: none"> ▪ Proven experience of delivering high standard of customer service ▪ Experience of working within a target focussed environment ▪ Excellent telephone and customer care skills ▪ Good IT skills (Microsoft Office suite, internet, use of databases) <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Knowledge and understanding of energy efficiency ▪ The ability to communicate difficult subject matters easily