



POWERING YOUR CAREER

**Vulnerable Customer Programme Manager
Role Profile**

Do you want to help power your career and be part of an evolving energy industry?

An exciting opportunity has arisen for a professional and enthusiastic Vulnerable Customer Programme Manager to join our Customer Services Directorate.

The energy industry is advancing with investment in smart technology and innovation to support our customers. Northern Powergrid, as the company responsible for powering everyday life for 8 million customers across 3.9 million homes and businesses in the Northeast, Yorkshire and northern Lincolnshire, is at the forefront of delivering a power network that meets the region's needs, now and in the future.

Our vision is to be *the best energy company in serving our customers whilst delivering sustainable energy solutions* as we support the regions drive towards net zero emissions.

Supporting our most vulnerable customers is at the centre of our thinking. Building on the support we already provide through our Priority Service Membership and partnership working we have some ambitious plans heading into our next business plan period from 2023 – 2028.

We have a fantastic opportunity for a talented individual to help us drive forward on these plans. We are looking for someone to put support for vulnerable customers at the heart of our thinking across the organisation, influencing colleagues cross-directorate and successfully delivering on our commitments... all of which have been developed on the back of customer feedback.

Our ideal candidate will have experience in providing service to support vulnerable customers, have worked in a regulated industry and be able to drive forward and deliver what is required through their Programme Management skills and expertise.

We will, however, consider Programme Managers who can demonstrate a desire to support those most vulnerable and have an aptitude/desire for understanding and digesting complex regulatory information.

The Customer Services team are passionate about what they do, you would be joining a motivated and committed team who want to do the best by our customers, always striving to deliver better and provide industry leading customer service.

What's the package?

In return, we offer a competitive salary of **£55k + bonus and a company-car allowance**. We also offer fantastic career prospects, as well as:

- Enrolment in our pension scheme with a generous company contribution
- Free onsite parking
- 25 days Annual leave entitlement
- Employment benefits package including free tickets to local tourist attractions

Northern Powergrid offers the opportunity to:

- Support customers (including those most vulnerable) across our regions
- Work for one of the largest employers in the North East and Yorkshire
- Make a difference in your local community
- Be part of our regions journey to net zero
- Join a growing organisation

We're excited to hear from candidates with a passion for our company and the industry and a desire to succeed. [Apply now](#) and we'll be in touch.

What you would be responsible for:

- Lead the recruitment of customers onto our Priority Service Membership, delivering tailored and multi-channel campaigns to achieve >75% of eligible customers on our membership. Target under-represented groups and assess the impact of different approaches to continuously improve.
- Gain a good understanding of all relevant vulnerable customer regulatory requirements, overseeing the full adherence of these conditions within Northern Powergrid
- Lead on the data quality of our Priority Service Membership, including managing the data cleanse process, quarterly internal audit assessments and the annual data quality audit, implementing improvements as required.
- Lead on the vulnerable customer contact / communications programme with a particular focus on the successful execution of our annual Winter Preparedness Campaign. Meet the timing and expectations agreed annually with the regulator, Ofgem and adopt / share industry best practice.
- Embed vulnerable customer support in all service lines within the business.
- Further development of our Priority Service Membership benefits including those committed to within our RIIO-ED2 business plan which runs from 2023 – 2028.
- Ensure we have appropriate processes and adequate resources in place to meet the service delivery commitments for vulnerable customers, working closely with the operational teams to successfully deliver.
- Train and upskill colleagues across the business on our vulnerable customer support and, where relevant, how to support the development and delivery of our Powergrid Cares partner programmes.
- Develop and manage the referral programme to ensure all colleagues are referring customers to support from our Powergrid cares network partners
- Develop and implement a scaled vulnerable customer support process for deployment during escalated events including the requirement levels for secondary roles
- Manage the performance and progress against our CV targets delivered directly by NPg colleagues. Produce reports to inform the Executive and board including flagging any underperformance detailing remedial action.
- Matrix management of the pro-active on-site team that prioritise support out on site for vulnerable customers.

What qualifications and experience should you have?

- Full UK driving licence
- Strong Programme Management and customer service skills, demonstratable delivery of results
- Ability to work confidently against a regulatory framework
- Ability to clearly articulate business cases in writing

Desirable qualifications and experience:

- Experience of working within a regulated industry
- Evidence of supporting the delivery of services to vulnerable customers
- Experience of writing business plans / developing requirements

What next?

[Click here to apply](#) if you think you're right for this fantastic career or any of the others available right now; and we will be in touch.

Key dates:

Closing date for applications: **10 October 2022**

Visit northernpowergrid.com/careers to find out more about this and other career opportunities.

Applicants are considered on the basis of their suitability for the post irrespective of sex, marital status, sexual orientation, gender re-assignment, race, age or disability, in accordance with the Equality Act 2010.