



# **POWERING YOUR CAREER**

**Pro-active Customer Service Responder  
Role Profile**

## Pro-active Customer Service Responder

Location: Tyne and Wear / North Yorkshire / South Yorkshire

Directorate: Field Operations

Job Ref No: R5487 / R5488 / R5195

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

We have some exciting and rewarding opportunities for Customer Service professionals to work in one of our regional teams, based in the North East (Northumberland, County Durham and Tyne & Wear), West Yorkshire, North Yorkshire and Teesside, and South Yorkshire, North Lincolnshire and Humber, as Pro-active on-site Customer Service Responders.

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

If you have the enthusiasm and ability to deliver an outstanding customer experience and a full UK driving licence, we will support you with the rest. Our Pro-active on-site Customer Service Responders are at the very heart of our business – they really are Team Powergrid!

We are looking for people with a 'Customer First' mindset, to provide a professional, quality service to our customers as we strive to continually deliver a consistent 10 out of 10 experience to all our customers.

### What you would be responsible for:

- Providing pro-active welfare on-site support during a long duration (>6 hour) power cut. Using initiative and appropriate judgement to provide personalised, practical support.
- Identify priority service membership customers that need additional support
- Carry out detailed assessments of our customers needs and ensure we deliver the support required to achieve the best outcome for the customer
- Accurately record all customer interactions and support delivered on-site
- Be a brand ambassador, identifying customer needs to refer into our partners for further support, i.e. fuel poverty, energy efficiency
- Work with the Customer Vulnerability Manager in identifying any improvements to our enhanced service offering and how its delivered onsite
- Identify and register customers for Priority Service Membership that are not currently signed up but would benefit from being a member
- Resolution of complaints on-site and support regional resolution of complaints

### What's in it for you:

- Starting salary: £25,685 with progression to £28,211
- Company car allowance
- Enrolment in our pension scheme with a generous company contribution
- 25 days annual leave entitlement, increasing with length of service
- Fully supported and structured training programme
- Reward and recognition scheme

### Why choose Northern Powergrid?

- One of the largest employers in the North East and Yorkshire
- Make a difference and support customers within your community
- Be actively involved in your regions' journey to net zero
- To provide support to local and vulnerable people in your region
- We have committed to a growth strategy of an additional 1,000 roles over the next five years

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### Does this sound like you?

- Achieved 2 A-Levels C or above, or NVQ Level 3, or ONC in Business Management
- Confident in handling a wide range of customer contacts, with a focus on delivering a high standard of customer experience
- Excellent organisational and time management skills - including the ability to manage allocated workload, prioritise effectively and meet business requirements
- A strong team player who supports internal colleagues
- Resilient and solution focussed
- Adaptable to change
- Ability to work in a fast paced dynamic environment
- Attention to detail - an ability to work accurately in line with set policies and procedures and able to identify when a variation is needed and escalate accordingly
- Good IT skills including use of Microsoft applications specifically Outlook, Word and Excel
- Full UK driving licence
- Flexible to support our customers when needed, working between 6am and 7pm Monday to Friday and covering one weekend in 3 on standby

So, if you are highly motivated and well organised, **apply now** and we will be in touch.

Visit [northernpowergrid.com/careers](https://www.northernpowergrid.com/careers) to find out more about this and other career opportunities.

**Closing date for applications: 25<sup>th</sup> November**

*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.*