



**POWERING  
YOUR CAREER**

**Connections Support Co-ordinator**

## Connections Support Co-ordinator

Locations: West and South Yorkshire, and northern Lincolnshire

### Who we are:

We are Northern Powergrid (NPG), the company responsible for powering everyday life for 8 million customers across 3.9 million homes and businesses in the West and South Yorkshire and northern Lincolnshire.

### What our vision is:

To be the best energy company serving our customers, while delivering sustainable energy solutions.

### The part you will play:

The energy industry is advancing with investment in smart technology, greener energy generation and low carbon technology which is increasing the usage of electricity. As a result more customers are connecting to the electricity network and it's an exciting period of growth for our Connections teams who make these connections possible, meaning we have a number of roles available across our regions.

Reporting to a Connections Manager, you will be responsible for supporting the delivery of connections services. These services cover customer requests for new or amended electricity supplies (connections), for example to accommodate low carbon technology, such as an electrical vehicle charging point. The Support Co-ordinator role is office based where you will deliver personalised customer service from the initial customer enquiry to providing the quotation. You will support the Connection Technicians throughout the delivery of the end to end connections process, resulting in a excellent customer experience within the region.

You will work within our regional Connections team, which sits in our Field Operations department. This department is responsible for keeping our customer's electricity supplies on 24 hours a day 365 days a year, as well as the installation of new infrastructure on to the electricity network. For the right candidates this opens up a wide range of future opportunities across the business functions.

We are looking for enthusiastic individuals who are committed to delivering great customer service and who can be a part of a winning team in consistently delivering for our customers on every customer request relating to a connection.

**Starting salary:** £23,233 with progression to £25,685

### What you would be responsible for:

- Screening connections applications received from customers for information and any requirements where permits or access rights will be required to do the work.
- Releasing work to Connection Technicians with an accurate appraisal of the information required to enable them to contact the customer and confirm the details of the required works.
- Producing an estimate of works to meet customer's requirements for low voltage connections (i.e. for single premises or a small number of properties) in compliance with internal and external standards.
- Office based working on customer requests on a variety of electrical services, such as disconnections, diversions and unmetered supplies.
- Ensuring the estimates/quotations of work are accurately priced.
- Providing support to colleagues within the connections teams.
- Ensure personal workload complies with regulatory standards.
- Supporting the Connection Technicians to ensure customers receive an excellent customer service experience.

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### Does this sound like you?

- Customer service focussed – providing excellent customer service as the first engagement with customers to progress their application with the ability to meet their requirements in a timely manner.
- Effective communicator - able to adapt your communication style to your audience and work well with our customers over the phone and via email/written communication.
- Excellent organisational and time management skills - including the ability to manage allocated workload, prioritise effectively and meet business requirements.
- Team working – a strong team player who supports internal colleagues to ensure the progression of customer requests.
- 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.
- Results driven – responsible for your productivity to meet and/or exceed performance targets and comply with standards.
- Qualified in Maths and English at GCSE grade C / 5 or above.
- Good IT skills including use of Microsoft applications specifically Outlook, Word & Excel.

### Other beneficial attributes/experience:

- Previous experience of working in a similar data processing environment.
- Basic understanding of the power distribution network including new connections and connections regulatory and legislative framework, although this is not essential and training will be provided.

So, if you are highly motivated and well organised, [apply now](#) and see if you have what it takes to join Northern Powergrid and energise your future career.

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

### Closing date for applications:

*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.*