



Job Title	Job Ref. No.	Location
Connections Support Co-ordinator	R5564	West Yorkshire and South Yorkshire / North Lincolnshire
Posted Date	Directorate	Closing Date
	Field Operations	

### *Position*

An exciting opportunity has arisen for an enthusiastic colleague to join our connections department.

At Northern Powergrid, our vision is to be the best energy company in serving our 3.9 million homes, whilst delivering a sustainable energy solution. As a dedicated Connections Support Co-ordinator, you will be an integral part of achieving this, while always striving to keep our customers power flowing. You will act as single point of contact for customers from start to finish delivering 10/10 customer service, quote and deliver small works projects on time, to cost and quality.

We're excited to hear from dedicated applicants with a passion for the company and a desire to succeed. Apply now and we'll be in touch!

### Key Responsibilities

- Screening connections applications received from customers for minimum information and any requirements where permits or easements will be required to do the work.
- Releasing schemes 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 external standards and internal quick design rules.
- Desktop working on customer requests on electricity service disconnections, diversions, unmetered supplies and street lighting.
- Ensuring the estimates/quotations of work are accurately derived from the current internal price book.
- Providing support to colleagues within the connections team.
- Managing daily personal workload to ensure compliance with regulatory standards
- Supporting the Connection Technicians to ensure customers receive an excellent customer service experience.

### *Competencies*

- Customer Service
- Planning



- Decision Making
- Time Management
- Spoken & Written Communication
- Team Working

#### *Qualifications & Attributes*

##### **Essential Qualifications and Experience**

- Excellent customer service skills
- Project Management

##### **Desirable Qualifications and Experience**

- Knowledge of distribution network
- Electrical/engineering background
- Previous Experience in Industry

#### *Supporting Information*

**Please note in order to manage the priorities of the business, a start date for any internal promotion or transfer would be subject to agreement between respective Managers, and (in some cases) may be outside the usual timeframe of appointments**

*Grade: PP6 – PP8*

*Salary: £23,233 - £25,685*

*Business Unit:*