



POWERING YOUR CAREER

**Co-Ordinator – Connections Support
Role Profile**

Co-Ordinator – Connections Support

Location: Dewsbury

Directorate: Field Operations

Job Ref No: R5591

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!

Competitive salary of £23,233 - £25,685

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 and Attributes

Essential Qualifications and Experience

- 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.

Desirable Qualifications and 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.

[Click here to apply today](#)

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

Posted: 20 March

Closing date for applications: 4 April

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.