



**POWERING  
YOUR CAREER**

**Small Works Connections  
Manager**

## Small Works Connections Manager

Location: North Yorkshire

Directorate: Field Operations

Job Ref No: R5788

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

An exciting opportunity has arisen for an enthusiastic Small Works Connections Manager to join our team.

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 region's needs now and in the future.

You will be responsible for the team of Technicians delivering connections services in the North Yorkshire Region, based in Scarborough, York and Northallerton. 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. You will ensure that your team meet the customer's requirements whilst delivering personalised exceptional customer service from their enquiry through to the delivery of their new or amended electricity supply.

We are looking for an enthusiastic individual, who likes a challenge and is committed to delivering great customer service. We are searching for someone who can lead a winning team in consistently delivering for our customers on every customer request for a new or amended electricity supply (connection).

Along with a competitive salary of between £34,161 - £54,484 we also offer great benefits such as;

- Enrolment into our pension scheme
- 25 days holiday
- Personal Transport Provision

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

### Key Responsibilities

The successful candidate will be accountable for:

- Lead the Small Works Connections Team
- Take ownership and deliver excellent customer service performance as measured by Ofgem's BMCS incentive scheme.
- Ensure compliance with associated guaranteed standards performance
- Ensure customers connections are delivered to time, cost and quality.

## Small Works Connections Manager

Location: North Yorkshire

Directorate: Field Operations

Job Ref No: R5788

### Key Competencies

- Customer service –ability to demonstrate what great customer service looks like and how this can be applied to the provision of our connections services
- Effective communicator -able to adapt your communication style to your audience, show empathy and build rapport, working well with our customers / stakeholders both internally and externally
- Excellent project management skills –able to plan, organise and manage competing priorities of varying levels of complexity, using your own initiative, applying risk management, strong decision making and technical knowledge to offer solutions that enable the project delivery to a high standard and customer experience
- Team player –a strong team working ethic, who works well in partnership with internal and external stakeholders to deliver results and maintain a quality customer service
- Strong leader –ability to manage and lead a group of people to achieve excellent service in a high-pressured environment delivering large volumes of work in short timescales
- Problem solving –able to work through more complex situations, whilst identifying solutions, to ensure jobs are effectively delivered on time, to cost and meeting the needs of the customer
- People management skills –ability to liaise effectively, influence and build up strong working relationships with contractors, stakeholders and customers to deliver the activity required
- Good IT skills including use of Microsoft applications specifically Word & Excel

### Qualifications and Attributes

#### Essential Qualifications and Experience

- Possess an ONC /HNC in Electrical Engineering
- Sound understanding of the low voltage distribution network including new connections and connections regulatory and legislative framework
- Proven track record of leading teams of engineering resource
- Proven experience of project or financial management for delivering work within time, cost and quality
- Understanding of Health, Safety & Environmental management IOSH
- UK Driving Licence

#### Desirable Qualifications and Experience

- NRSWA certificate

[Click here to apply today](#)

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

Posted: 17 May 2023

Closing date for applications: 31 May 2023

*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.*