



# **POWERING YOUR CAREER**

**Regional Customer Service Officer  
Role Profile**

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

We have 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), Teesside, North Yorkshire, West Yorkshire, South Yorkshire and Humber, as a Regional Customer Service Officer.

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 enthusiasm, the ability to deliver outstanding customer service and are a strong and clear communicator, we will support you with the rest. Our Regional Customer Service Officers are at the very heart of our business – they really are Team Powergrid!

This is a brand new and important role in our structure. 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.

### **What you would be responsible for:**

- Proactive communication with customers, delivered via a range of channels including; letter, SMS, email and telephone call. You will capture insightful information from colleagues or Northern Powergrid systems and deliver communication in a manner that is informative and appropriate for our customers.
- Working collaboratively with the wider team enabling field based colleagues to maximise their time on site with customers. There will be times where you will be required to support customers on site providing practical support.
- Supporting your region with the utilisation of technology that has been deployed that either improves the customer experience or makes processes more efficient.
- Supporting our Contact Centre call handling initiative, helping handle peaks in call volumes and supporting the customer experience. You will be equipped to support team members with knowledge or practical skills.
- Feeding back to your region where there is scope to improve processes and working practices.
- Supporting your teams administrative activities during peaks in workload.

### **What's in it for you:**

- Starting salary: £26,456 with progression to £29,058
- Enrolment in our pension scheme with a generous company contribution
- 25 days annual leave entitlement plus Bank Holiday entitlement. Holidays increasing with length of service and the option to trade holidays
- Fully supported and structured training programme with further routine training opportunities
- Opportunities for further career progression once you are in the business
- The ability to volunteer and be a force for good in your region

### **Why choose Northern Powergrid?**

- One of the largest employers in the North East, Yorkshire and northern Lincolnshire
- 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 customers in your region
- We have committed to a growth strategy of an additional 1,000 roles over the next five years

**Does this sound like you?**

- Achieved 2 A-Levels C or above, or NVQ Level 3, or ONC in Business Management. Should you not meet the minimum entry requirements, but feel you have a commensurate level of experience or an equivalent qualification, we'd still welcome your application to review
- Confident in communicating with customers via different communication channels
- A significant focus on delivering a 10 out of 10 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
- An advocate of 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
- Flexible to support our customers when needed

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: 29 May**

*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.*