



# **POWERING YOUR CAREER**

**Contact Centre Agent  
Role Profile**

## Contact Centre Agent

Location: Penshaw, Houghton le Spring

Directorate: Customer Service

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

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.

Our vision is to be the best energy company in serving our customers whilst delivering sustainable energy solutions as we support the region's drive towards **net zero** emissions.

We have exciting and rewarding **full time opportunities** for customer service professionals to join our **award-winning Contact Centre based in Penshaw, Houghton le Spring.**

We're looking for people with a **Customer First** mind-set to provide a professional, quality service to our customers as we strive to continually deliver a consistent **10 out of 10 experience** for all of our customers.

If you have the **enthusiasm and ability** to deliver an outstanding customer experience, we will support you with the rest. Our contact centre agents are at the very heart of our business – they really are **Team Powergrid!**

We are passionate about supporting the community we live and work in providing fantastic career opportunities, in an industry which is growing as we support our customers on their journey to net zero.

In return we offer a competitive **starting salary at £18,830, increasing to £21,827** as well as fantastic career prospects and a great benefits package including:

- Full time hours
- Enrolment in our Pension Scheme with a generous company contribution
- Shift allowance for unsociable hours
- Free onsite car parking and great public transport links
- Annual leave of 25 Days as well as Bank Holidays
- Fully supported and structured training programme
- Recently refurbished purpose designed office
- Potential for overtime at excellent rates
- Reward and recognition scheme
- Employment benefits package including free tickets to local tourist attractions

### Key Responsibilities / What you'll do

- Deliver excellent customer experience in line with the company's Quality Framework
- Act as the primary point of contact for our customers, providing advice and guidance through a variety of channels; primarily telephone, but also including email, SMS text and social media
- Take ownership of all contacts, including enquiries and complaints, and use initiative to develop practical solutions to resolve customer enquiries
- Input quality and accurate information into core IT systems, to enable colleagues to respond to our customers with a resolution in a timely manner
- Liaise with internal departments and external companies to ensure a seamless and consistent service for our customers

## Contact Centre Agent

Location: Penshaw, Houghton le Spring

Directorate: Customer Service

### Essential Skills / This job would suit people who have

- A genuine care for the need of our customers and colleagues
- Positive attitude to change in a fast moving environment
- Strong customer service skills
- Attention to detail
- Confident in handling a wide range of contacts, with a focus on delivering a high standard of customer experience
- Good IT literacy, in particular a good working knowledge of Microsoft office packages
- Excellent organisational skills

Your journey with us is simply what you make of it? Don't worry if you've never worked in the electricity industry before, we'll give you the knowledge... It's your attitude and desire that counts! Does this sound like you?

We have a number of **permanent roles available immediately** and are excited to hear from dedicated candidates with a passion for customer service.

[Click here to apply now](#) and we'll be touch.

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

*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.*

### A message from Louise Lowes, our Head of Customer Service

*"Our contact centre team play a vital role in delivering the very best customer service, supporting our communities and over 8 million customers 24/7, 365 days per year. It makes me tremendously proud to lead a team so dedicated to delivering for our customers.*

*We are looking for people to join our team who are passionate about providing a 10 out of 10 customer experience.*

*If you are a motivated and enthusiastic individual who wants to be part of a fast-paced, dedicated, hardworking team, we would love to hear from you!"*



### What our team says about working for Northern Powergrid

*"I have worked in the contact centre at Northern Powergrid for just over four years and have loved every minute. I love the fact it's medium-sized as it allows you to build up close relationships with your colleagues which is not always possible in larger contact centres, it does feel like a family. The support, encouragement and flexibility has been exceptional. The progression opportunities are amazing no matter what career path you want to explore. I feel honoured and proud that I am part of an award-winning team working alongside the best people. I have previously worked in other contact centres, but Northern Powergrid has been the best by far." **Nicola Chipp***