



**POWERING
YOUR CAREER**

Connections Technician

Who we are:

We are Northern Powergrid, 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.

What our vision is:

To be the best energy company serving our customers, while delivering sustainable energy solutions.

The part you will play:

The energy industry is advancing with investment in smart technology, greener energy generation and low carbon technology which is increasing the usage of electricity. As a result more customers are connecting to the electricity network and it's an exciting period of growth for our Connections teams who make these connections possible, meaning we have a number of roles available across our regions.

Reporting to a Connections Manager, you will be responsible for delivering connections services. 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 manage the connections project meeting the customer's requirements whilst delivering personalised exceptional customer service from their enquiry through to the delivery of their new or amended electricity supply within the region.

You will work within our regional Connections team which sits in our Field Operations department. This department is responsible for keeping our customer's electricity supplies on 24 hours a day 365 days a year, as well as the installation of new infrastructure on to the electricity network. For the right candidates this opens up a wide range of future opportunities across the business functions. Dependent on the customer requirements, on occasion there could be some evening and weekend work required.

We are looking for enthusiastic individuals who like a challenge and are committed to delivering great customer service. We are searching for people who can be a part of a winning team in consistently delivering for our customers on every customer request for a new or amended electricity supply (connection).

Starting salary: £32,945 with progression to £42,412

What you would be responsible for:

- Acting as the single point of contact for customers requesting new electrical connections for small plots or where a customer request may require an alteration to their supply, disconnections and/ or a diversion to the route of the electricity supply.
- Providing customers with excellent customer service in line with the defined connections quality standards. Such as, facilitating site meetings with the customer, and keeping them updated throughout the project delivery.
- Delivering both the connection quotation and the physical delivery of the quoted connection works to time, cost and quality.
- Understanding customer's requirements and the production of scheme designs, using relevant business tools, in compliance with NPg quick design rules, design policies and technical standards.
- Planning and scheduling labour, materials and liaising with contractors to meet the customer's expected delivery dates and requirements for their connection work.
- Ensuring the highest level of safety standards are achieved throughout the design and delivery of the works considering all stakeholders.
- Ensuring the works have been completed to the customer's satisfaction and immediately rectifying any identified issues including completion of post quotation / delivery calls.
- Completing post-delivery project closure within financial governance.
- Managing workload to meet our regulatory targets.

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Location: North Yorkshire

Does this sound like you?

- Customer service – ability to demonstrate what great customer service looks like and how this can be applied to the provision of our connections services, taking ownership and acting as a single point of contact for the end to end customer service provision.
- 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, in person, over the phone and via written communication.
- 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.
- 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.
- Qualified in Maths and English at GCSE grade C / 5 or above.
- Good IT skills including use of Microsoft applications specifically Word & Excel.
- Full UK driving licence.

Other beneficial attributes/experience:

- Possess an ONC /HNC in Electrical Engineering or prepared to be working towards this qualification. Alternatively qualifications such as an ILM Level 3 or relevant cross utility experience are desirable although not essential.
- Basic understanding of the power distribution network including new connections and connections regulatory and legislative framework or the ability to learn and pick up technical information quickly.
- Proven experience of project or financial management for delivering work within time and budget.
- Understanding of Health, Safety & Environmental management IOSH.

So, if you are highly motivated and well organised, [apply now](#) and see if you have what it takes to join Northern Powergrid and energise your future career.

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

Closing date for applications: 16 August 2022

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.