



Job Title: Switch Adviser

Location: Hartlepower Energy Hub - 81 Stranton, Hartlepool TS24 7QT
Hours: 37 per week
Work Pattern: Currently 0900 – 1700 Monday to Friday
As the business grows we will be open 0800 – 2000 Monday – Saturday. Staff will be required to change their work pattern to meet customer demand
Contract term: 3 months with a review and possibility of a fixed term contract thereafter
Salary: £9.05 per hour
Reporting to: Switch Team Leader
Benefits: Car club account and driving credit (subject to licence)
Training: Provided with 2 days initial training in Edinburgh

About HartlePower

We help people in Hartlepool reduce their fuel and transport costs by providing community energy tariffs, a car hire club and other support services. We are a not for profit community interest company. This means that any profits we create are shared amongst clubs, groups, community centres and good causes in town. We also install renewable technologies such as solar panels and have a keen interest in anything green.

Hartlepower has joined up with not-for profit energy supplier Our Power to provide a fairer deal on energy bills. Hartlepower has been contracted by Our Power to provide a telephone switching service.

About Our Power

Our Power is a not-for-profit energy supplier and is owned by social housing providers, community organisations and local authorities. Our Power's mission is to make energy fairer for all energy customers. Our Power aims to reduce heat and fuel costs by passing benefits from the energy sector to our communities. Our Power does this by not paying dividends to shareholders, by finding the most efficient ways to operate and by reinvesting any profits to benefit our customers and their communities. Our Power aims to be both an innovative and a compliant organisation that puts our customers first at all times.

Purpose and Scope of the role

You'll work as part of a team of Switch advisers and will be expected to provide information and quotations to potential Our Power customers in a customer centred and compliant way. You'll also call customers who've emailed us asking to Switch.

We aim to deliver an industry leading switching experience while complying at all times with the legislative framework of Ofgem and associated bodies.

Responsibilities will include:

You will routinely provide information, quotations and complete switches for potential Our Power customers.

- Provide clear, transparent and honest information including quotations to potential customers to help them decide whether to switch to Our Power
- Talk to potential customers about Our Power, our ethos and what we're aiming to achieve
- Undertake quotations and switches in line with industry regulations and Our Power's values.
- Undertake the registration of customers and the resolution of issues within the switch journey as required
- Understand the customer requirements (whether switching or customer care) and make sure the customer gets to the right team to support their needs.
- Provide exceptional customer service to our customers via telephony, electronic and occasional face-to-face interactions
- Support the customer through any issues or problems that they may have
- Take ownership and resolve all queries at first point of contact or raise relevant tasks with specific teams
- To manage workload effectively, both on and off call work and additional tasks allocated

Person Specification

Criteria	E	D
Skills & Qualities	*	
Ability to talk confidently and fluently to customers and potential customers on the phone	*	
Ability to understand, apply and explain relevant industry regulations	*	
Ability to put a customer at ease and not make them feel like they're being 'sold to'	*	
Ability to follow work instructions whilst on a phone call.		
High level of computer literacy and ability to learn new systems	*	
Excellent planning and organisational skills	*	
Analytical approach / excellent problem solving skills	*	
Excellent verbal and written communication skills	*	
Good time management including call management and offline time management	*	
Accuracy, tenacity & integrity	*	
Experience & Knowledge		
Experience working within a fast based telephone environment	*	
Experience working in a relevant role in a UK Energy supply business or other regulated sector		*
Knowledge of the regulations that apply to energy switching		*

Experience of CRM and billing systems		*
Qualifications		
At least 5 Standard Grades or 5 GCSE's Grade C or above		*
Maths and English	*	
Other Requirements		
Flexibility to work outside the office hours	*	

Corporate Responsibility

All employees are expected to:

- Recognise and respect the diversity of internal and external customers and assist accordingly.
- Ensure the values of Hartlepower and Our Power are reflected in their work and that all services provided are delivered in line with the Vision, Mission and Core Values as well as Our Power's required standards
- Assist in the development of a 'Continuous Improvement' culture.
- Ensure compliance with all regulatory requirements.
- Manage risks and health and safety to protect customers, staff and other stakeholders.
- Attend such training courses, seminars, conferences and other learning and development events as the organisation may require.
- Act as an ambassador for Hartlepower and Our Power.
- Maintain confidentiality at all times.

Flexibility

The nature of this business means that from time to time you may be asked to perform roles outside your original job description on an ad hoc basis. This allows the organisation to utilise its people in the best possible way at all times and helps employees to make their contribution in a changing environment. We would expect training to take place in Edinburgh.

Equal Opportunities

Hartlepower CIC is an equal opportunities employer committed to eliminating discrimination and encouraging diversity amongst our workforce.

To apply:

Please complete your details on our website and send your C.V. via email to:
info@hartlepower.co.uk

Following a review of applications we will endeavour to invite candidates for interview W/C 17th September.

If you do not hear back from us please assume you have been unsuccessful on this occasion.