

JOB DESCRIPTION



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| Job Title | Bookings Administrator - FTC |
| Job Location | Office-based at Bierce Surveying offices in Aylesbury. |
| Remuneration | £18,403 per annum salary (pro rata for FTC) |
| Hours | 38.75 hours per week with 23 days annual leave (leave pro rata) |
| Purpose Statement | <p>AgilityEco is a market leading provider of low carbon energy services to householders, businesses, and public sector clients.</p> <p>We are looking for a Bookings Administrator to join our team and report directly to the Contact Centre Team Leader. Working as part of a small Contact Centre, the Bookings Team Coordinator handles enquiries for a series of community programmes and initiatives to end fuel poverty, with the aim of helping people to keep warm in colder months and reduce their energy bills. This is a free service for residents and the Contact Centre Bookings Team undertake the processing of applications and assessment of eligibility from the public, and partner organisations, as well as securing appointments for specialist advisors. The nature of our programmes means that we are regularly dealing with vulnerable members of society, and our team need to have the confidence, empathy, and patience to talk effectively to vulnerable residents. The role includes handling internal and external call volumes, as well as completing general administrative tasks to ensure the successful delivery of a high level of customer service in line with the company’s targets, vision, service level agreements and client expectations.</p> <p>In return you will be part of a successful and friendly team based in newly refurbished offices in the centre of Aylesbury and be able to develop your role to suit the continuing growth of the business.</p> <p>This role offers a great opportunity for an enthusiastic individual who wants to work in an exciting and dynamic environment in a growing, successful business.</p> |
| Accountabilities | <ul style="list-style-type: none"> • Make outbound telephone calls to book appointments across a wide variety of programmes and initiatives in line with our performance indicators. • Confidently answer wide variety of inbound telephone calls in line with our service level agreement, taking appropriate action to ensure customer/client satisfaction. • Ensuring the safe handling of customer sensitive personal data in line with the company data protection policy • Working effectively with internal departments and industry partners to help deliver our full range of services. • Ability to decide on the most appropriate means of communication (written and oral) and accurately deliver when updating, advising, and referring information to clients, customers, and industry partners. • Maintain and update electronic work management systems in a timely and accurate fashion • Accurate data entry across our work management platforms • Recognise when to escalate queries and work opportunities to senior members of the team • Completion of and editing documents in line with task to ensure accurate delivery to clients, customers, and industry partners |

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| | <ul style="list-style-type: none"> Ability to recognise and act upon priority works to ensure we maintain our SLA's |
| Dimensions of Role | The job holder will report directly to the Contact Centre Team Leader |
| Skills, Knowledge and Expertise | |
| Knowledge and Qualifications | <ul style="list-style-type: none"> Excellent verbal and written communication skills Accuracy in reporting & administration Attention to detail. Methodical and organised with ability to multi-task. Comfortable with using IT platforms. Team-working Time management Energy, determination, and work-rate Adaptability and flexibility Self-motivation and ability to work without direct supervision. Composure when faced with difficult situations / scenarios. |
| Person Specification | <p>The ideal candidate will have experience working in a Contact Centre Environment and be able to work well alone and as part of a team.</p> <ul style="list-style-type: none"> Strong attention to detail Organised and structured approach to work with the ability to manage multiple tasks Ability to work under pressure and to tight deadlines Drive to develop your own skills and career progression Team player Self-motivated, driven, and proactive Ability to maintain highest level of confidentiality |