

JOB DESCRIPTION



Job Title	Contact Centre & Office Administrator
Job Location	Office based at Bierce Surveying Ltd, 2 nd Floor Walker House, Aylesbury, HP20 2HU
Remuneration	Starting salary: from £18,403.00 per annum, rising to £21,150 after 6 months and £21,863 after 12 months plus Employee Share Scheme
Hours	38.75 hours per week - 23 days annual leave plus Bank Holidays
Reporting Line	The Administrator will report directly to the Contact Centre Manager and will also be accountable to the Customer Service Director.
Purpose Statement	<p>AgilityEco is a fast-growing business that has established a leading position in the financing and delivery of energy efficiency programmes and energy sector consultancy services. Our clients include many of the major energy companies, network operators, local authorities, housing associations, and industry supply chain partners.</p> <p>Working as part of a small Contact Centre, the Administrator supports the handling of enquiries, and communications, 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.</p> <p>The Administrators role includes coordination of office activities, handling internal and external call volumes and correspondence, and maintaining and implementing efficient office systems 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>The Administrator will have a key role within the Contact Centre for projects including ECHO, in addition to overall support for other programmes. 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.</p> <p>As you will have responsibility for a wide range of administration duties to support the on-going operations of the company, it is essential you are impeccably organised, possess excellent communication skills, have a keen eye for detail and the ability to work to tight deadlines under pressure. In return you will be part of a successful team where you will have the opportunity to evolve in the role.</p>
Accountabilities	<p>You will work alongside the other Bookings Team, Energy Advice and Community Projects teams to fulfil the key responsibilities outlined below:</p> <ul style="list-style-type: none"> • Fulfil the mailings of written communications with our residents across all programmes. • Oversee the marketing collateral levels to ensure we have the appropriate inclusions for our communications across all community programmes. • Oversee the stationary levels, general office consumables and ad hoc office orders including financial tracking of expenses. • Confidently handle a wide variety of inbound and outbound calls across programmes including current reception desk for wider Agility Eco team calls

	<ul style="list-style-type: none"> • Maintain and update internal systems across all projects in a timely and accurate fashion. • Support the coordination of CSAT survey delivery and collation of results. • Lead ECHO eligibility and QA processing in line with service level agreements. • Keep up to date with any business development and new schemes. • Highlight operational risks and areas for improvement and recognise when to escalate queries to senior management. • Seek to progress professional development both independently and through compulsory training. • As our programmes are seasonal you may be required to complete additional tasks to those listed above.
Dimensions of Role	Working across the various Community Programmes assisting the team to ensure the business fulfils its delivery obligation with its industry partners, there is scope for progression throughout the Customer Service Contact Centre.
Working Relationships	The role will involve a close working relationship with the Bookings Team, Customer Service, Energy Advice, and Projects Team, especially ECHO
Essential Skills, Knowledge and Qualifications	<ul style="list-style-type: none"> • Good written communication skills • Good verbal communication skills • Attention to detail. • Methodical and organised with ability to multi-task. • Comfortable with using IT platforms. • Team-working • Time management • Determination, and work-rate • Adaptability and flexibility
Desirable Skills, Knowledge and Qualifications	<ul style="list-style-type: none"> • Meeting deadlines and commitments • Self-motivation and ability to work without direct supervision. • Composure when faced with difficult situations
Person Specification	<ul style="list-style-type: none"> • Flexible, reliable, and hardworking, and not a clock-watcher • Team player, keen to support all elements of the process. • Self-motivated, ability to work without direct supervision when required. • Interactive and approachable • Committed and willingness to learn through CPD and training

