

**Role Profile for:**

# **Customer Energy Coordinator**

<b>Employee Ref</b>		
<b>Leadership Group</b>		<b>A</b>
<b>Role Profile Ref</b>		<b>124</b>
<b>Joining Date</b>		<b>01/01/01</b>
<b>Last Updated</b>		<b>06/09/24</b>

## WE ARE ATEB

Welcome to your ateb role profile. Our Role Profiles connect us all with our shared ateb



## Vision.

Our Shared purpose is to always deliver ...

### > #1 | Creating better living solutions,

Through the adoption of a DNA that focuses on ...

### > #2 | Trust | Togetherness | Empowerment.

We all have a role to play in realising our 3 strategic aims,

### > #3 | To improve customer service | Serve more people | Increase business effectiveness.

The design and delivery of our services will always focus on,

### > #4 | The right customer outcomes as effectively as we can.

We all have a responsibility to support our Assurance Framework by managing our,

### > #5 | Risks | Controls | Tests

and we must always seek to listen, understand, and learn as ...

### > #6 | Improvement is the day job

The Vision and its supporting documents form part of this role profile.

## 1 | ROLE DETAILS

The headline details for this role:

The key role details are as follows:		The role line responsibilities are:	
<b>Name</b>		None	
<b>Title</b>	Customer Energy Coordinator		
<b>Employer</b>	ateb Group Limited		
<b>Level</b>	Leadership Group A		
<b>Report to</b>	Housing Solutions Team Leader		
<b>Directorate</b>	Customer		

## 2 | CUSTOMER

The service areas set the customer outcomes we are collectively working to achieve. This role will primarily contribute to the successful outcome of the following service areas but will obviously support all areas as required. See #4 Deliver for full details.

Primary Service Areas:	Outcomes:
SA02 Income Collection	All rent collected on the due date
SA/03 Customer Advice and Support	Address and resolve customers enquiries/requests at first point of contact
SA/04 Maintenance	Fix issues to the customers satisfaction
SA/09 Tenancy and Community Management	We have helped to create a better place to live

Primary responsibilities for the above outcomes:	
1	Work with Customer and Property Team to provide a person-centred advisory and support service to customers who have or potentially have issues with damp and mould and assist them with solutions to reduce or rectify such matters.
2	Proactively raise customer awareness of energy efficiency and the use of carbon free heating options including the use of SMART Meters, through community-based activities, individual advice and training, various forms of communication such as the ateb website, social media platforms etc.
3	Provide technical energy awareness and energy efficiency expertise for ateb, to both customers and staff and keep up to date with Government and other energy support initiatives.
4	Ensure all customer records for referrals, advice etc are updated in the Housing Management System along with any subsidiary system such as Propellor etc.
5	Provide appropriate customer case studies/stories to demonstrate the advantages of interacting with the service.
6	Utilise the ateb Energy Hardship Fund and any other associated funds which may become available through Government or other agencies to assist customers who may be in financial hardship.

General role responsibilities:	
1	Support all other service areas as appropriate/directed to achieve their outcomes where they require my input.
2	Continually review my service area outcomes to ensure they achieve the right customer outcomes as effectively as we can.
3	Consistently demonstrates values of equality and diversity.

4	To take responsibility for my ongoing personal development.
5	To undertake any other duties as required which are compatible with the requirements of the post.

### 3 | GROUP

This role has the following corporate responsibilities:

Service Area	Customer Outcome	Responsibility
<b>SA/17 – Strategy</b>	Clarity on how we will maximise our purpose	Support the Board and EMT to help develop and deliver the right strategic priorities to achieve our strategic aims.
<b>SA/18 – Assurance Management</b>	To be assured we are always compliant and doing the right things	Develop and monitor processes to enable empowered decision making within our agreed assurance framework.
<b>SA/19 – H&amp;S</b>	We meet our legislative and regulatory H&S requirements	Take personal responsibility to ensure that I and my team abide by the relevant legislation, the organisation’s H&S systems and common sense so that I, the public, my colleagues, customers and partners are safe and secure at all times.
<b>SA/20 – PR, Marketing &amp; Communications</b>	Positive growth of our brand. The right messages to the right audience at the right time	Make sure that communication with and from my team is effective and supportive to all. Promote our work with various audiences that support our Purpose, DNA and our strategic aims.
<b>SA/22 – Performance &amp; Data management</b>	We know where we need to improve, where we are not compliant and where we are at risk	Always seek to understand whether we are achieving our required outcomes, efficiently and with great customer experience and plan and deliver improvement and growth where identified through managed change programmes.
<b>SA/23 – Procurement &amp; Supplier Management</b>	To ensure we compliantly deliver Value for Money services	Make sure my team abides by the procurement rules and systems established by ateb. Make sure that any procurement required achieves the right outcomes.

### 4 | PERSONAL

This role will require the following personal attributes, qualifications, skills and experience etc.

Attribute	Requirements
<b>Technical Competency</b>	<p>This is what we would like you to have, but we are happy to hear how you feel your experience, skills and knowledge meet the role requirements.</p> <p>You will have a good level of knowledge and experience within Home Energy Awareness with a Level 3 NVQ or City &amp; Guilds Award in Energy Awareness or equivalent, or a willingness to achieve this qualification. Have knowledge of energy regulations and safety standards along with strong analytical and problem-solving skills. Must have experience of providing advice to customers on a person-centred approach, with direct or easily transferable skills for working with various customers including vulnerable people.</p> <p>You will have excellent communication skills and able to work on your own, as part of a team and be proactive in generating referrals for the service. Experience with data analysis and project management, along with strong technical proficiency and knowledge of industry specific software and tools is desirable. A good level of understanding about the issues relating to our customers including fuel poverty,</p>

	<p>damp and mould, new heating technologies, and be willing to undertake domestic energy assessments in homes including the use of step ladders, bending to access spaces at floor level and undertaking visual external assessments of properties.</p> <p>You must hold a full valid driving licence and have access to a vehicle.</p> <p>And another thing... we will always look at equivalent qualifications, experience or transferable skills and expertise that can be easily applied to the role. We will also consider the ability of formal qualifications to be obtained whilst in the role subject to the latter factors being achieved, timescale and cost. Everyone at ateb must be able to demonstrate a reasonable level of literacy and numeracy to be able to fulfil our roles, for us that usually means achieving success at GCSE/Key Skills or equivalent qualifications, but we are happy to discuss this with you.</p>
<b>Decision making</b>	You will be confident to make the right decisions to ensure the best service outcomes. Making decisions involving checks and comparisons, using personal /professional judgment and knowing when to seek advice.
<b>People management</b>	Willing to learn from others and share own experience and knowledge. Let team members know what is expected of them.
<b>Team working</b>	Need to create the right environment for teamwork to thrive both internally and externally. Be able to lead and participate in teams effectively
<b>Financial control</b>	May have responsibility for purchasing, cash or stock and should be able to review and report on budgets as and when required.
<b>Organisational skills</b>	Will be able to effectively set own work plan and prioritise key tasks.
<b>Innovation</b>	Must show a desire to improve and challenge what we do to constantly improve our service outcomes as effectively as we can. Identifies, plans and implements improvements within the team which support service delivery.
<b>Customer service</b>	Provide a great customer experience both internally and externally. Demonstrate the important of customer service to team and colleagues by always putting the customer first.
<b>Project / process management</b>	Project management improvements within own and others service areas to ensure the desired outcomes are achieved. Takes responsibility for achieving individual objectives and contributing to team and group projects.
<b>Enthusiasm</b>	Self-starter bringing personal drive and positive attitude to help all find solutions to problems. Be able to promote our DNA at all times.
<b>Technology Competency</b>	Confidently use and develop ICT systems to deliver and improve my service delivery. In particular, have good working knowledge of typical software solutions relating to my area of expertise and level of responsibility. Be able to make the best use of the Microsoft 365 & Office suite and usual business communication devices and systems.
<b>Comms / PR / Marketing</b>	Be able to promote good communication throughout the organisation (verbal, written, face to face) ensuring teams are involved, informed and engaged at all times. Ability to speak Welsh would be great.

## 5 | TERMS & CONDITIONS SUMMARY

Full details of the terms and conditions for this role can be found in your Statement of Terms and Conditions. In return for undertaking the above role, ateb will provide

Term/Condition	Detail	Additional comments
<b>Base Salary</b>	£TBA	Per annum paid on the 28th of the month or the previous Friday if the 28th falls on a B/H, Sat or Sun.
<b>Salary band</b>	14	Please refer to reward@ateb for full details.
<b>Car user</b>	Essential Car User	Will need to have a car available for business use to travel to meetings etc., essential car user allowance payable and mileage reimbursed at HMRC standard rate.
<b>Simply Health Scheme</b>	Basic Level Contributions	The Group offers a contributory health plan Simply Health, you can increase your cover to suit your needs.
<b>Hours per week</b>	21 Hours	A flexible working system is in operation depending on your particular role and service outcomes.
<b>Annual Leave</b>	30 days basic(pro rata)	Plus 3 additional days(pro rata) the timing of which is at the discretion of the Group.
<b>Place of work</b>	ateb offices Haverfordwest	A flexible working system is in operation in accordance with our Leading Principle and depending on your particular role and service outcomes you may be required to work in our offices/ premises, sites, at home or other suitable locations across Pembrokeshire/Ceredigion/Carmarthenshire, but your usual place of work will be ateb offices.
<b>Learning &amp; Development</b>	Yes	We support our team to develop their learning
<b>Wellbeing</b>	Yes	A programme of team wellbeing activities.
<b>Pension</b>	SHPS DC	Auto enrolment arrangements are in place. Defined Contribution Scheme contributions from an employee will be matched up to an agreed limit set by Board.
<b>DBS</b>	Yes	This role is subject to a criminal records check.

## 6 | WE AGREE THE ABOVE REPRESENTS MY ROLE WITHIN ATEB

Parties	Signature	Date
<b>Chief Executive</b>		

**The small print:**

@ Recruitment: We will seek evidence/examples through the application, interview and/or assessment centre process that you have the required skills, experiences, characteristics and attributes to succeed in this role. You will demonstrate this through a range of approaches e.g. qualifications, examples of experience, psychometric testing, evidence of training etc.

@ Induction: We will establish the key areas of support and/or any learning & development you will need to get you up and running

@ 1 to 1 reviews: We will discuss how you feel you are doing in delivering and developing your role and identify what improvements you want to achieve and what support you may need.

@ Please refer to the accompanying contract and our Vision and related documents for more details regarding this role profile and your responsibilities within the ateb group – ateb, MBH and WWCR