



POWERING YOUR CAREER

Connections Support Co-ordinator

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Locations: Yorkshire and northern Lincolnshire

Do you want to help power your career and be part of an evolving energy industry?

The energy industry is advancing with investment in smart technology innovation and Northern Powergrid, as 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, is at the forefront of delivering a power network that meets the region's needs, now and in the future.

Our vision is to be the best energy company in serving our customers whilst delivering sustainable energy solutions.

Reporting to a Connections Manager, you will be responsible for preparing commercial and regulatory compliant quotations for customer applications for a new or amended electricity supply (connection); for example to accommodate low carbon technology, such as an electrical vehicle charging point.

This is an office based role where you will deliver personalised customer service from the initial customer enquiry to providing the quotation. You will support the Connection Technicians throughout the delivery of the end to end connections process, resulting in a 10/10 customer experience within the region.

We are looking for enthusiastic individuals who are committed to delivering great customer service and 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).

Key responsibilities:

- Screening connections applications received from customers for minimum information and any requirements where permits or easements will be required to do the work.
- Releasing schemes to Connection Technicians with an accurate appraisal of the information required to enable them to contact the customer and confirm the details of the required works.
- Producing an estimate of works to meet customer's requirements for low voltage connections (i.e. for single premises or a small number of properties) in compliance with external standards and internal quick design rules.
- Desktop working on customer requests on electricity service disconnections, diversions, unmetered supplies and street lighting.
- Ensuring the estimates/quotations of work are accurately derived from the current internal price book.
- Adhering to the connections enduring business process.
- Providing support to colleagues within the connections teams
- Managing daily personal workload to ensure compliance with regulatory standards
- Supporting the Connection Technicians to ensure customers receive an excellent customer service experience.

Key competencies:

- Customer service – demonstrate what great customer service looks like providing timely and accurate information whilst offering solutions to problems regarding customers work requirements.
- Effective communication - able to adapt your communication style to your audience and work well with our customers over the phone and via email/written communication.
- Excellent organisational and time management skills, including the ability to manage multiple priorities and meet business requirements
- Team Working – a strong team player who works well with others to deliver results and maintain a quality customer service
- Ability to meet performance targets and regulatory standards

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Essential Requirements

- GCSE English and Maths
- The ability to communicate with all types of people in a clear and concise manner to provide excellent customer service.
- Strong organisational and time management skills.
- Excellent team working and problem solving skills.
- Good IT skills including use of Microsoft applications specifically Outlook, Word & Excel.

Desirable Requirements

- Previous experience of working in a similar data processing environment
- Ability to prioritise workload, switching tasks to deliver business requirements.
- Basic understanding of the power distribution network including new connections and connections regulatory and legislative framework, although this is not essential.

Starting salary: £23,233 with progression to £25,685 on achievement of competencies.

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.

Please note that we can't accept applications from candidates that have applied for this role in the last 6 months.

Visit [northernpowergrid.com/careers](https://www.northernpowergrid.com/careers) to find out more about this and other career opportunities.

Closing date for applications: 24th October 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.