###### groundwork logo 354 CGroundwork London Job Description

Position: Customer Engagement Officer (CEO)

**Responsible to:**  **Plumbing Manager**

Responsible for: N/A

Location: Working from Home with Pan London office in future

JOB BACKGROUND:

Groundwork London has been contracted by Thames Water to help deliver their progressive water metering programme and Smarter Business Visit’s. The Customer Engagement Officer (CEO) provides key support in the delivery of the programmes by contacting Thames Water customers, generating appointments by telephone, email or occasionally undertaking these activities door to door. The role supports the programme’s Smarter Home Visit Advisors (SHVAs) and Smarter Business Visit Advisors (SBVA’s) who visit customers and carry out activities such as providing on-site advice and the installation of free water-saving devices or plumbing repairs.

The CEO is the first point of providing answers to any questions that customers may have about the metering programme and saving water, and also manages the appointments for SHVAs and SBVA’s. They support the programme in the key areas of maintaining communications and customer relations with the Thames Water customers, and ensuring visits are agreed and scheduled with the customers.

## MAIN OBJECTIVES:

* Promote the metering programme and water saving, and telephone and engage with Thames Water customers, making and confirming appointments with them for visits from a Smart Home Visit Adviser and Smarter Business visits.
* Maintain records of customer appointments and visits and produce reports using the booking and reporting systems. Work with Smart Home Visit Advisers/Smarter Business Advisers to ensure that customer engagement activities are carried out as agreed with the customer and in order to meet all the funders’ requirements.
* Ensure that visits are scheduled and can be delivered on time by SHVA’s/SBVA’s to agreed quality standards within the administrative and financial frameworks of the project. Specific targets for the post-holder will be given and monitored.
* Undertake monitoring information and reporting requirements.

## KEY TASKS & RESPONSIBILITIES:

* Undertake telephone engagement with customers, and when and as required via door-knocking customer engagement. Both activities will be determined by the area in which the programme is being delivered.
* Communication via email to a range of businesses to engage and promote Smarter Business Visits.
* Inspire confidence and improve customer perception of the benefits of metering and the need to save water.
* Operate customer databases to ensure all data is recorded accurately.
* Work to ensure the agreed target number of households and individuals are engaged.
* Support wider community events and activities to publicise the scheme.
* Liaise as required with other Groundwork and Thames Water Staff and partners delivering similar or complementary services for residents.
* Work with the marketing and development teams to publicise the programme.
* Attend relevant project team meetings.
* Report to the Plumbing Manager and Groundwork Operations Management as required.
* Update Groundwork London’s staff recording systems and other key documents at agreed intervals.
* Undertake administrative duties commensurate with the role.

## OTHER RESPONSIBILITIES

* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director
* Work with due regard for Groundwork’s core values and objectives
* Ensure the effective implementation of and adherence to, the Trust’s Diversity, Equal Opportunities and Health and Safety policies and procedures

## PERSONAL AND PROFESSIONAL DEVELOPMENT

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme.

April 2021

Position No:

#### Person Specification

**Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the Person Specification Criteria for the post.
(NB: Where items appear which have not been deemed Essential, you should assume they have been considered Desirable).**

| **Position Name: Customer Engagement Officer** |
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| **Job****Factors** | **Criteria No** | **Person Specification Criteria** | **Ranking** | **Criteria to be tested by the following documents and/or activities** |
| **E = Essential****D = Desirable** | **Application Form** | **Interview** | **Presentation** | **Practical Exercise Test** | **Work Simulation Test** | **Certificates or Qualifications** |
| **Education, Qualifications & Experience** | **1** | Good level of literacy and numeracy. GCSE English and Maths Grade C or equivalent | D | **✓** |  |  |  |  |  |
| Competencies | **2** | Knowledge and/or willingness to learn about water efficiency and home products, or demonstrated interest in water efficiency and sustainability | D | **✓** | **✓** |  |  |  |  |
| **3** | Ability to use online databases, Internet and Email | E | **✓** | **✓** |  |  |  |  |
| **4** | Confidence and ability to communicate clearly with a range of clients, including residents who do not have English as their first language | E | **✓** | **✓** |  |  |  |  |
| **5** | Well developed oral and written communication, including a professional and friendly customer engagement manner | E | **✓** | **✓** |  |  |  |  |
| **6** | Ability to work on one’s own initiative and independently | E | **✓** | **✓** |  |  |  |  |
| **7** | Ability to engage with customers on the telephone and in person including door knocking in order to notify Thames Water customers about the programme and to agree appointments for SHVA visits. | E | **✓** | **✓** |  |  |  |  |
| **8** | Ability to work flexibly within a team environment | E | **✓** | **✓** |  |  |  |  |
| **9** | Calm, flexible and enthusiastic approach | E | **✓** | **✓** |  |  |  |  |
| **10** | Commitment to ensuring Health and Safety in the workplace | E | **✓** | **✓** |  |  |  |  |
| **11** | Ability to demonstrate an understanding and commitment to equal opportunities in practice | E | **✓** | **✓** |  |  |  |  |
| **12** | Willingness to work flexibly and including some evenings, weekends and public holidays | E | **✓** | **✓** |  |  |  |  |