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###### Job Description

Job Title: Water Efficiency - Customer Engagement Manager

**Responsible to:** Contract and Performance Manager- Water Efficiency Team

**Responsible for:** Customer Engagement Team Leaders and Engagement Officers

**Location:** Based in Dartford

### Job Background:

The Customer Engagement Manager plays a pivotal role within the Groundwork Water Efficiency management team, taking the lead on generating appointments for our domestic and non-household water efficiency services delivered on behalf of various water companies across London and the South of England.

This position is responsible for overseeing high-quality outbound and inbound customer engagement activities, as well as other promotional efforts, to secure work for our field-based teams of water efficiency advisors and plumbers.

You will manage the day-to-day operations of a large customer engagement team, working closely with three Customer Engagement Team Leaders to ensure performance targets are consistently met each week.

### Main Objectives

* Ensure the effective operation and monitor performance of the Customer Engagement Team for all Water Efficiency Programmes to meet delivery targets and call quality standards.
* Support wider strategies to promote our water efficiency services in order to generate customer bookings.
* Liaise with the data and wider water efficiency management team to create and / or improve systems and processes to ensure visit numbers are maximised.
* Contribute to the successful delivery of all water efficiency operations as a key member of the Water Efficiency management team. Contribute to the successful development of new opportunities and in securing new commissioned contracts.

### Key Tasks

**Staff Management**

* Lead a team of office and home-based CEOs (telephone booking staff) ensuring the required levels of performance and service delivery are achieved on a daily and weekly basis.
* Work with CEO Team Leaders and other Water Efficiency Managers to ensure all programmes are adequately resourced to meet booking targets.
* Lead on the successful recruitment and induction of CEOs and CEO Team Leaders, supporting them in their personal development, in conjunction with the Contract & Performance Manager and Programme Manager.
* Carry out proactive performance monitoring and management of staff via 1-2-1s, work-plans and Groundwork’s Appraisal processes.

**Client Liaison**

* Be the focal point for all our water company clients on all aspects of customer engagement activity, contributing to reports, dashboards and review meetings.
* Support client promotional activity and events that contribute towards the overall objectives of the water efficiency programmes.
* Monitor customer data levels keeping respective clients informed of new data requirements.

**Customer Engagement Programme Management**

* Deliver the required customer engagement services within set financial budgets, ensuring the achievement of key performance indicators and milestones.
* Oversee effective reporting of team information, share best practice and making service recommendations where improvements can be made.
* Oversee operational or customer issues and report progress to colleagues, managers, the client and customers as necessary.
* Maintain data files for work planning, assessment, management and monitoring of all contracted work.
* Ensure that all customer contacts and records are managed in strict adherence with GDPR and data security protocols.

**Safeguarding Children & Adults at Risk**

Groundwork South is committed to safeguarding a promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

* To adhere to the Safeguarding Policy and Procedures.
* To adhere to the Safer Recruitment Policy & Procedure.
* To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
* To complete any Safeguarding Awareness training as required by Groundwork South.
* If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

**Quality**

Focus on customer satisfaction and deliver a quality service to the agreed standards.

**Health & Safety**

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on health and safety. Primary responsibilities are:

* To report all Health & Safety occurrences including potential hazards to your line manager
* To comply with Groundwork South Health & Safety Policy and Regulations
* To carry out routine checks on vehicles, equipment and machinery as necessary and report any defects to your line manager.
* Use, store and maintain tools and equipment in line with Health and Safety best practice.

**Additional Responsibilities**

#### To adhere to all the policies and procedures of the organisation.

* To contribute to the Trust’s work in maintaining existing and achieving future accreditations and standards.
* To commit to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post.
* Any other duties commensurate with the level of the post.

**Groundwork South Values**

All employees of Groundwork South are required to understand and contribute to the organisation’s values. Groundwork South is committed to transforming people’s lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set ofvalues:

* Passion
* Commitment
* Empathy
* Professionalism
* Innovation

[**Person Specification**](file:///\\fileserver01\LonSE\Old%20sites\GWL%20Morley%20Street\201%20Regional%20Office%20recruitment\422%20Systems%20Analyst\GW%20London%20Job%20Description%20&%20Person%20Specification%20Advice.doc#PersonSpecificationAdvice)

**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.**

| **Position Name: Customer Engagement Manager** | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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** |
| **Qualifications, Knowledge & Experience** | **1** | Knowledge and experience of working in or with Utilities industries | **D** | **✓** | **✓** |  |  |  |  |
| **2** | Knowledge and experience of environmental sustainability including water and energy efficiency issues | **D** | **✓** | **✓** | **✓** |  |  |  |
| **3** | A suitable qualification in Customer Service and/or substantial working experience. | **E** | **✓** |  |  |  |  | **✓** |
| **4** | Demonstrable experience of call centre or customer engagement operations | **E** | **✓** |  |  |  |  | **✓** |
| **Competencies & Skills** | **5** | Demonstrable track record in project management including managing and monitoring budgets and activities to agreed service levels | **E** | **✓** | **✓** |  |  |  |  |
|  | **6** | Proven experience in leading and managing large teams to successfully deliver planned activities and achieve performance targets. | **E** | **✓** | **✓** | **✓** |  |  |  |
|  | **7** | Experience of client liaison and reporting | **D** | **✓** | **✓** |  |  |  |  |
| **Competencies & Skills *(continued)*** | **8** | Excellent communication and presentation skills, both written and verbal to be able to communicate with a wide variety of customer groups both internally and externally | **E** | **✓** | **✓** | **✓** |  |  |  |
|  | **9** | Ability to manage workloads and competing priorities in a high performance, deadline orientated and changing work environment | **E** | **✓** | **✓** |  |  |  |  |
| **10** | Excellent ICT skills using bespoke Groundwork systems, Microsoft Office Suite and use of the internet and other databases | **E** | **✓** |  |  | **✓** |  |  |
| **11** | Effective negotiating skills and persuasiveness | **D** |  | **✓** | **✓** |  |  |  |
|  | **12** | A proven ability to think creatively, problem-solve and work on own initiative | **E** | **✓** | **✓** |  |  |  |  |
|  | **13** | Excellent team building skills and a proactive, supportive manner of working closely with colleagues / clients to achieve results | **E** |  | **✓** |  |  |  |  |
| **Additional requirements** | **14** | Ability to work flexibly outside normal working hours i.e. occasional attendance at evening and week-end events, and responding to operational needs. | **E** | **✓** | **✓** |  |  |  |  |
|  | **15** | Commitment to and understanding of the principles of equal opportunities in both employment and service delivery | **E** |  | **✓** |  |  |  |  |

**TERMS AND CONDITIONS**

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| --- | --- |
| **Salary** | Circa £32,000 |
| **Contract** | Fixed Term – March 2026 |
| **Hours of work** | Your normal hours of work are 37.5 hours each week excluding a daily lunch break and travel to and from the main place of work. |
| **Place of work** | Your normal place of work will be Dartford office based at 5 Waterside Court, Galleon Boulevard, Crossways, Dartford, DA2 6NX. Some home working may be permitted but you will be expected to attend the office at least 4 days a week.  You may be required to travel on Groundwork’s business to carry out your duties at other locations as may be required for the proper performance of your duties. |
| **Holidays** | 25 days per annum plus English Bank Holidays. A pro rata entitlement is calculated for part time workers in each holiday year (which runs from the 1st January to 31st December). |
| **Pension** | Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme. Employee contributions are made by salary sacrifice. |
| **Benefits** | The following discretionary benefits are available to staff:  **Health Cash Plan**  A Company sponsored healthcare cash plan, which enables you to claim 100% refund on healthcare bills (subject to the maximum claim levels) including dental, optical, chiropody, specialist consultation fees, physiotherapy and osteopathy. Dependant children are covered free up the age of 24.  **Employee Assistance Programme**  Fully comprehensive EAP which includes mental health helpline and face to face counselling.  **Cycle to Work Scheme**  This salary sacrifice scheme enables employees to apply for a loan of up to £1,000, 0% interest over a period of 12 months to purchase a bike, meaning you can save up to 42% through lower tax and NI contributions. |
| **TOIL** | TOIL – Time Off In Lieu - Although there is no overtime paid by the Trust; the Trust has a Time Off In Lieu system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as requested by your line manager. |
| **DBS Pre-Employment Check** | N/A |
| **References** | Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary. |
| **Proof of Eligibility of right to work in the UK** | Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006. |
| **Training** | Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process. |

#### The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.

#### I have read and agree that this job description and person specification accurately defines the role.

Signed …………………………………………………………………………

Printed ……………………………………………………………………….

Date …………………………………………………**……………………….**