



JOB DESCRIPTION

Job Title:	Customer Engagement Officer (CEO)
Responsible to:	Team Leader/Area Manager
Location:	Dartford Office Based
Date:	May 2025

JOB SUMMARY

Groundwork South is working in partnership with a number of clients to help deliver their domestic and commercial water saving programmes. The Customer Engagement Officer (CEO) provides key support in delivery of the programmes by contacting domestic and commercial customers and generating appointments by telephone and email. The CEO role supports Groundwork South and Groundwork London's wider water efficiency programme that carry out activities such as providing on-site advice and the installation of free water-saving devices and plumbing repairs.

The CEO is the first point of contact for many clients & customers, and they provide answers to any questions that they may have about saving water. A CEO supports the programme in the key areas of maintaining communications and customer relations on behalf of Affinity Water (and on occasion other clients) customers, and ensuring visits are agreed and scheduled with the customers.

Main Duties

- Promote the Home Water Efficiency programmes and water saving, and telephone and engage with customers, making and confirming appointments with them for the advisors and Plumbers.
- Make targeted outbound calls to generate water efficiency visits & Smarter Business Visits within the wider Water Efficiency Programme.
- Maintain records of customer appointments and visits using the database booking and reporting systems. Work with advisors and plumbers to ensure that customer engagement activities are carried out as agreed with the customer.

- Ensure that visits are scheduled and can be delivered on time and 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.
- 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 Water Efficiency Staff and partners delivering similar or complementary services for residents.
- Highlight to line manager any issues that may affect other teams within the wider Groundwork charity.
- Attend relevant project team meetings.
- Update Groundwork South's staff recording systems and other key documents at agreed intervals.
- Undertake administrative duties commensurate with the role.

KEY AREA: 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 line manager in the first instance or the 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.

KEY AREA: CUSTOMER SERVICE

Actively assist with customer service taking a lead in day-to-day operations to ensure that exemplary customer service is delivered with residents, tenants and leaseholders and businesses.

KEY AREA: QUALITY

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

KEY AREA: 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 line manager
- To comply with Groundwork South Health & Safety Policy and Regulations
- Use, store and maintain equipment in line with Health and Safety best practice

ADDITIONAL RESPONSIBILITIES

- Adhere to all the policies and procedures of the organisation.
- Contribute to the Trust's work in maintaining existing and achieving future accreditations and standards.
- 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 of values:

- Passion
- Commitment
- Empathy
- Professionalism
- Innovation

Factor	Criteria	Essential	Desirable
Knowledge	Good level of literacy and numeracy. GCSE English and Maths Grade C or equivalent.	✓	
	Knowledge and/or willingness to learn about water efficiency and home products or demonstrated interest in water efficiency and sustainability.		✓
Experience	Ability to use online databases, Internet and Email.	✓	
	Confidence and ability to communicate clearly with a range of clients, including residents who do not have English as their first language	✓	
	Well-developed oral and written communication, including a professional and friendly customer engagement manner	✓	
Skills	Ability to engage with customers on the telephone and email.	✓	
	Demonstrate a commitment to and understanding of the principles of equal opportunities in both employment and service delivery	✓	
Abilities	A proven ability to think creatively, problem-solve and work on own initiative with minimal supervision	✓	
	Strong team skills and a proactive, supportive way of closely working with colleagues to achieve results	✓	
Special Requirements	Willingness to work flexibly and including some evenings, weekends and public holidays		

TERMS AND CONDITIONS

Salary	£24,570 per annum
Contract	Fixed Term – March 2026
Hours of work	Full Time 37.5 hour per week covering Saturdays hours excluding a daily lunch break and travel to and from the main place of work.
Place of work	Fixed place of work at our 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 1 st January to 31 st 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	<p>The following discretionary benefits are available to staff:</p> <p>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. Dependent children are covered free up the age of 24.</p> <p>Employee Assistance Programme Fully comprehensive EAP which includes mental health helpline and face to face counselling.</p> <p>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.</p>
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.
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