

Customer Service Administrator Job Description

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| Job title: | Customer Service Administrator |
| Reporting to: | Programme Coordinator |
| Location: | Central London, King William Street |
| Contract Type: | Fixed Term Contract, ending March 2022 Full time |
| Job Description reviewed: | September 2021, External |

Organisation

Salix Finance provides Government funding to the public sector to improve energy efficiency, reduce carbon emissions and lower energy bills. Salix is a non-departmental public body, owned wholly by Government. Salix is funded by the Department for Business, Energy and Industrial Strategy, the Department for Education, the Welsh Government, and the Scottish Government. By joining Salix, you will learn about energy efficiency and its application in the built environment, financing of capital projects, government, and client relationship management.

Salix has over 90 staff and are proud to have been awarded the Investors in People Gold Award and came second in the Sunday Times Top 100 companies to work for in category small companies, not for profit category in 2020.

On 30th September BEIS launched the Public Sector Decarbonisation Scheme and Public Sector Low Carbon Skills Fund both of which will be delivered by Salix. The purpose of both of these schemes is to provide grant funding to Public Sector Organisations to deliver capital energy efficiency and heat decarbonisation projects within public sector non-domestic buildings, including central government departments and non-departmental public bodies in England. The scheme aligns with BEIS' new mission and priorities and will also encourage green investment, supporting the Government's net-zero and clean growth goals.

This is a newly created role due to extra resources required to support the Programme Delivery function as a result of the two recently launched grant schemes.

We are looking for someone who is a team player, pays close attention to detail, works within clear procedures and has the personal motivation to perform the role to the highest standards. You are punctual, flexible and responsive in how you approach your work. You enjoy working in a fast-paced working environment meeting challenging deadlines.

Experience working within a customer service team is not required, but candidates should have relevant work experience.

Work Life at Salix

For staff joining Salix we run a comprehensive induction program to support staff to be successful at work. Every member of staff is in a team and has a named line manager.

Job Purpose

The successful candidate will support either the Public Sector Low Carbon Skills Fund team or Public Sector Decarbonisation Scheme teams in administering a grant schemes. They will have sound judgement and strong attention to detail to be able to take ownership in liaising with applicants and clients, ensuring accurate evidence is supplied before confirming payment within the set criteria.

They will have advanced excel skills and will be responsible for ensuring spreadsheets are up to date, maintaining clear and accurate records.

The role works across teams, mainly with the delivery teams who have the relationships with the clients seeking payment.

Key Responsibilities and Duties:

- Collating and storing the grant applications received
- Screening grant applications to ensure they are valid ahead of assessments
- Communicating if discrepancies are found and highlighting any issues
- Taking part in application assessments
- Checking applications with clients and responding to client queries
- Collating, sending and storing Grant Offer Letters
- Updating LCSF or PSDS excel spreadsheets and CRM system with information received
- Collating, sending and storing information for payment
- Communicating with finance when grants are ready for the payment
- Ad hoc tasks as required

Salary £20,000 - £25,000 (depending on experience)

Employee Benefits

- 28 days annual leave
- Cycle to work scheme
- Contributory pension scheme
- Employee support with public transport costs
- Training

Appointment process

Salix is an equal opportunities employer and has a policy of equal pay. Salix operates a probationary period for all new staff. This ensures people joining Salix can find out that the job meets their expectations and that Salix can support each member of staff in their role. This is on a fixed term 12-week probationary contract. Successful completion of the probationary period will lead to an offer of employment contract.

The Person Specification for this position can be found in Appendix 1. All criteria outlined in the specification are considered essential and will be assessed through a combination of the CV, competency exercise and interview.

All applicants must have the right to work in the UK.

Appointment Timetable

- Interview dates for shortlisted candidates will take place by agreement, with candidates completing an online exercise prior to the formal interview
- Successful candidates will start **as soon as possible**

Application information

If you wish to apply for this role, please submit the following to HR@salixfinance.co.uk

1. An up to date **CV**
2. **Equality monitoring form** ([available to download here](#))
3. Please state your availability for the planned interview period quoted in the appointment timetable as part of your application submission email

Appendix 1: Person Specification

| CRITERIA | DESCRIPTION | ESSENTIAL CRITERIA |
|--|--|---|
| QUALIFICATIONS | Degree or equivalent professionally relevant qualification | |
| | Evidence of further professional development | |
| EXPERIENCE | Relevant work experience in a building or energy services capacity | |
| | Experience in providing advice and support | |
| | Project management skills | |
| | Presentation experience | |
| | Customer service or public engagement experience | ✓ |
| | Strong IT skills, including all Microsoft Office Programmes with a strong focus on Microsoft Excel | ✓ |
| SKILLS AND ABILITIES | Ability to work constructively within a small team | ✓ |
| | Ability to manage, prioritise and deliver a number of projects and work programmes within timescale | ✓ |
| | Communicates effectively and confidently | |
| | Fosters collaborative and coordinated working across teams and in partnership with other organisations | |
| | Ability to positively represent Salix and good customer service skills | ✓ |
| | Strong numeracy skills | |
| | Pays close attention to detail, ensuring work is delivered to a high standard | ✓ |
| | Effective time management and ability to set realistic timescales for work delivery | ✓ |
| | Self-motivated and good organisational skills | ✓ |
| | Strong interpersonal skills | |
| | Ability to effectively contribute at meetings and events participation | |
| | Knowledge of energy efficient and low carbon technologies | |
| | Willingness to travel across the UK | |
| | Ability to make decisions that demonstrate commitment to Salix's corporate strategy | |
| | OTHER | Ability to demonstrate and understand equal opportunities |
| Willingness to learn and commitment to personal development and training | | ✓ |

Key: ✓ = key criteria