

## Client Support Officer Job Description

<b>Job Title:</b>	Client Support Officer
<b>Reporting to:</b>	Programme Coordinator
<b>Location:</b>	Central London, Monument
<b>Date advertised:</b>	September 2021
<b>Contract type:</b>	Fixed Term Contract until March 2023
<b>Job description reviewed:</b>	September 2021

### Organisation

Salix Finance is currently an independent not for profit company established to accelerate public sector investment in energy efficiency technologies. Salix is publicly funded by BEIS, DfE, and the Welsh and Scottish Governments and works with public sector bodies throughout the UK, helping them make progress towards achieving their carbon reduction targets. We do this by offering interest free loans for energy efficiency projects. 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 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.

### Job Purpose

Salix works to enable the public sector in the UK to reduce its carbon footprint. The task of reducing the UK's carbon emissions needs individuals who will work as a constructive team member building positive relationships with our clients to enable them to implement energy efficiency measures across their estate.

### Work Life at Salix

For staff joining Salix we run a comprehensive induction programme to support staff to be successful at work. Every member of staff is in a team and has a named line manager who helps you plan your work and manage your training and development. You will be encouraged to study for further industry qualifications, and you will become an expert in energy efficiency.

### Key responsibilities

- Work with and support existing clients to ensure they complete projects within agreed scope, timelines and to Salix requirements
- Maintain excellent client relationships and engage with key personnel across all levels of client organisations to encourage on time completions and repeat business
- Maintain client databases to track projects
- Support prospective clients in developing applications for funding and assist and manage them through the lifecycle of their projects to completion of the project
- Support a teamwork approach to delivering the teams annual business plans
- Individual health and safety

### Key duties

- Management of own day-to-day tasks
- Work with others and across teams to identify new applicants for funding and selling the concept to them
- Prepare written reports on individual work programme
- Network and promote Salix at key stakeholder events, conferences, and presentations

- Present Salix and its work to prospective clients
- Engage in staff meeting and training events
  - Inclusive of any other duties and responsibilities within the range of the salary grade.

### **Person specification**

- See [Appendix 1](#)

### **Salary**

- £25,500 during probationary period which lasts 12 weeks
- £26,000 after successful probationary period
- Rising to £33,000 by annual increments, based on performance

### **Employee Benefits**

- 28 days annual leave
- Cycle to work scheme
- Contributory pension scheme
- Employee support with public transport costs
- Supported training budget for staff

### **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 application statement, CV, and interview.

Candidates must demonstrate that they meet the qualifications, experience, skills and abilities listed in the Person Specification. In order that candidates focus on the experience, skills and abilities in the Person Specification ten specific areas have been highlighted. Candidates should focus on these ten points in their written statement which should be no more than 1,500 words. Other aspects of the Person Specification will be evidenced from your CV and the final interview. See appendix 1 for the [person specification](#).

### **How to apply**

If you wish to apply for this role, please submit all of the following to [HR@salixfinance.co.uk](mailto:HR@salixfinance.co.uk)

1. An up to date CV
2. A statement of no more than 1,500 words as to how you match the requirements of the Person Specification ensuring you address the **ten key criteria** highlighted in the key criteria column of the Person Specification
3. Equality monitoring form ([available to download here](#))

Please specify in the application the subject the job title you are applying for and within the email where you saw the job posted.

**Appointment timetable**

- Shortlisted candidates will be invited to interview at an agreed time/date.
- Presentation details will be released prior to interview.
- Start in post by mutual agreement.

**Key information about application**

- Applicants must demonstrate through their CV and personal statement that they meet the qualifications, experience, skills and abilities listed in the Personal Specification in Appendix 1.
- Please be aware that Salix will only accept applications which contain all the requested supporting documentation detailed above, and candidates that do not submit all requested documentation will not be contacted to submit a full application
- All applicants must have the right to work in the UK and documentation is required to support this.

## Appendix 1: Person Specification

<b>CRITERIA</b>	<b>DESCRIPTION</b>	<b>ESSENTIAL CRITERIA</b>
<b>QUALIFICATIONS</b>	Degree or equivalent professionally relevant qualification	
	Evidence of further professional development	
<b>EXPERIENCE</b>	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 focus on Microsoft Excel	
<b>SKILLS AND ABILITIES</b>	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	
	<b>OTHER</b>	Ability to demonstrate and understand equal opportunities
Willingness to learn and commitment to personal development and training		✓

### Key:

✓ = key criteria