

Client Support Officer Job Description

Job title:	Client Support Officer
Reporting to:	Programme Co-ordinator
Location:	Central London, Monument
Date advertised:	Wednesday 1 March 2017
Contract Type:	Permanent
Job Description reviewed:	February 2017

Organisation

Salix Finance is an independent not for profit company established to accelerate public sector investment in energy efficiency technologies. Salix is publically funded by BEIS, DfE, and the Welsh and Scottish Governments, and is working with public sector bodies throughout the UK, helping them make progress towards achieving their carbon reduction target. The existing client base includes Local Authorities, NHS Trusts and Foundation Trusts, Higher and Further Education institutions, Schools and Academies, Central Government and Emergency Services. Since 2004, Salix has worked with over 1,690 clients and more than 14,400 individual projects saving the public sector over £116 million and 613,000 tonnes of CO₂ each year. The Salix office is based near Monument Tube. Currently there are 40 staff working for Salix.

Job Purpose

Working as a member of a team, maintain a positive working relationship across a wide portfolio, including recycling fund and loans clients. Work in partnership with them to ensure they make effective use of Salix funding. Also work to build and promote the Salix loans programme.

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

Duties

- Management of own day-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
- Also to include any other duties and responsibilities within the range of the salary grade

Person Specification

- See Appendix 1

Salary

£25k during probationary period

£25.5k after successful probationary period

£26k after one year

Rising to £29k

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 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 3 month probationary contract. Successful completion of the probationary period will lead to an offer of employment contract. If the successful candidate is currently employed by Salix there is no requirement to complete a second probationary period.

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, additional testing if longlisted and the final interview. See appendix 1 for the person specification.

Appointment Timetable

The position has been advertised on Thursday 2 March 2017 and Salix accepts applications from this date

The last date for applications is Monday 24 April 2017, midnight

Shortlisting will be completed by Tuesday 2 May 2017 when candidates will be notified

Interviews and testing will take place on Tuesday 9 and Wednesday 10 May 2017

The interview will include a short presentation no longer than 10 minutes. The title of which will be announced to shortlisted candidates in advance of the interview by email

Candidates will be appointed throughout May –September 2017

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

1. An up to date CV
2. A statement of no more than 1,500 words to show how you match the 10 key criteria highlighted with an * on the Person Specification.
3. Equality monitoring form (available at <http://salixfinance.co.uk/about-us/vacancies>)

Candidates that do not submit the full list of documentation above will not be contacted to submit a full application. All applicants must have the right to work in the UK and documentation is checked.

Appendix 1 - PERSON SPECIFICATION

CRITERIA	DESCRIPTION	ESSENTIAL/ DESIRABLE	ASSESSED BY
QUALIFICATIONS	• Degree or equivalent professionally relevant qualification	E	AF
	• Evidence of further professional development	E	AF
EXPERIENCE	• Relevant work experience	D	AF/I
	• Ability to provide advice and support to managers	E	AF/I
	• * Basic project management skills	E	AF/I
	• Presentation experience	E	AF/I
	• Customer service experience	D	AF/I
	• * Good IT skills, including all Microsoft Office Programmes the internet and the ability to create electronic documents	E	AF
SKILLS AND ABILITIES	• * Ability to work flexibly and proactively within a small team	E	AF/I
	• * Ability to manage, prioritise and deliver a number of projects and work programmes within timescale	E	AF/I
	• Communicates effectively and confidently	E	AF/P
	• Fosters collaborative and co-ordinated working across teams and in partnership with other organisations	E	AF/I
	• * Ability to positively represent Salix and good customer service skills	E	AF/I
	• Good numeracy skills	E	T
	• * Pays close attention to detail, ensuring work is delivered to a high standard	E	AF/I
	• * Effective time management and ability to set realistic timescales for work delivery	E	AF/I
	• * Self-motivated and good organisational skills	E	AF
	• Good interpersonal skills	E	I
	• Ability to effectively contribute at meetings and events participation	E	AF/I
	• Knowledge of energy efficient and low carbon technologies	D	AF/I
	• Willingness to travel	E	AF/I
	• Ability to make decisions that demonstrate commitment to Salix's corporate strategy	E	AF/I
OTHER	• * Ability to demonstrate and understand equal opportunities	E	AF/I
	• * Willingness to learn and commitment to personal development and training	E	AF/I

Key AF= Application Form, I=Interview, T= Test, P=Presentation *ABC= Key criteria