



Contact Centre Advisor Role Description

Contact Centre Advisor

The Role

The energy industry is advancing with investment in smart technology innovation and Northern Powergrid, as the company responsible for powering everyday life for 8 million customers across 3.9 million homes and businesses in the Northeast, Yorkshire, and northern Lincolnshire, is at the forefront of delivering a power network that meets the region's needs, now and in the future. Our vision is to be the best energy company in serving our customers whilst delivering sustainable energy solutions as we support the region's drive towards net zero emissions.

We have exciting and rewarding full time opportunities for customer service professionals to join our award-winning multichannel Contact Centre that is currently and temporarily based at Shiremoor, with the view to move into our brand-new office located in Wessington Way, Sunderland within the next few months.

We're looking for individuals who are committed to deliver a 10 out of 10 service in everything we do. Individuals with a Customer First mind-set, ready to provide a professional, quality service to our customers. Individuals who focus on the 'how' as much as they do on the 'what' they deliver.

If you have the enthusiasm, the ability to deliver an outstanding customer experience and is someone who wants to join us in striving towards the Power of 10, we want to hear from you!

What you'll be doing

Our contact centre advisors are at the very heart of our business by:

- Delivering excellent customer experience in line with the company's Quality Framework
- Act as the primary point of contact for our customers, providing advice and guidance through a variety of multichannel communication; primarily telephone, but also including email, SMS text, social media, and webchat.
- Take ownership of all contacts, including enquiries and complaints, and use initiative to develop practical solutions to resolve customer enquiries.
- Input quality and accurate information into core IT systems, to enable colleagues to respond to our customers with a resolution and in a timely manner.
- Liaise with internal departments and external companies to ensure a seamless and consistent service for our customers.

What you'll bring

- Minimum qualification of 5 GCSEs A-C **or** NVQ Level 2
- A genuine attitude to change in a fast-moving environment
- Strong customer service skills
- Attention to detail
- Confident in handling a wide range of contacts, with a focus on delivering a high standard of customer experience
- Good IT literacy with a good working knowledge of Microsoft Office packages
- Excellent organisational skills

What we'll offer

In return we offer a competitive salary between £22,011 – £24,268 as well as fantastic career prospects and a great benefits package including:

- Full time hours covering shifts between 06:00 – 22:00, 7 days a week
- 24 hour shift pattern which attracts a generous 27% shift allowance
- Potential for overtime at excellent rates
- Enrolment into our Pension Scheme with a generous company contribution
- Free onsite car parking and great public transport links
- Annual leave of 25 days, increasing with service + bank holiday entitlement
- Fully supported and structured training programme
- Moving into a fully refurbished, purpose designed office
- Reward and recognition scheme
- Employment benefits package including free tickets to local tourist attractions
- Potential of hybrid working arrangements with a mix between home and office working

We're excited to hear from candidates with a passion for our company and a desire to deliver Power of 10.

[Apply now](#) and we'll be in touch!

A message from our Team

Louise Lowes, our Head of Customer Services:

“Our contact centre team play a vital role in delivering the very best customer service, supporting our communities and over 8 million customers 24/7, 365 days per year. It makes me tremendously proud to lead a team so dedicated to delivering for our customers.

We are looking for individuals who are committed to deliver a 10 out of 10 service in everything we do to join our team.

If you are a motivated and enthusiastic individual, who wants to be part of a fast paced, dedicated, hardworking team, we would love to hear from you!”

Nicola Chipp, Team Leader:

“I have worked in the contact centre at Northern Powergrid for almost 6 years and have loved every minute. I love the fact it’s medium-sized as it allows you to build up close relationships with your colleagues which is not always possible in larger contact centres, it does feel like a family. The support, encouragement and flexibility has been exceptional. The progression opportunities are amazing no matter what career path you want to explore. I feel honoured and proud that I am part of an award-winning team working alongside the best people. I have previously worked in other contact centres, but Northern Powergrid has been the best by far.”

