

Job Description

Job Title:	Compliance Administrator
Reports to:	Delivery Manager
Location:	Head Office, Holywell Green, Halifax, West Yorkshire
Hours of Work:	37 hours
Salary Scale:	£16 - £20k plus 5% pension contribution (Grade 5)

Job Purpose

To provide effective and efficient administration support across the team, through strong communication skills and with a high attention to detail, ensuring the successful delivery of the work undertaken across the compliance team. The role will require:

- Attention to detail at all times ensuring compliant submissions
- Liaising with staff and external partners as appropriate
- Providing extensive administrative and project support for ECO/Green Deal funding and other projects
- Prioritising workloads effectively to achieve delivery targets, individually and across the team
- Operation of office systems to process work, maintain accurate records and access information in support of YES activities
- Providing a professional telephone manner and the ability to log calls on our company CRM system, and directing customers appropriately.
- Resolution of enquiries from both internal and external sources, providing written, face to face or telephone responses as appropriate

The role requires strong communication skills and the ability to assist with planning, while working affectively as a team to meet changing workloads while delivering excellent customer service.

General

In carrying out any or all of the above tasks the post holder will be expected to pay due regard at all times to partner and the company's stated policies relating to customer service and equal and fair treatment for all customers and employees. The post holder will operate within the parameters of the company's ISO and other accreditations. The post holder will carry out any reasonable task required which falls within the scope of the purpose of the post or an equivalent nature.

Duties must at all times be carried out in compliance with YES Equal Opportunities Policy and conform to all other requirements, such as Data Protection.

Ensure the health and safety of all staff and resources within the post holder's area of responsibility.

To work flexibly across all the activities within YES Energy Solutions to support other team members in issues of information exchange and in meeting task deadlines in order to further the collective success of YES.

Skills and Knowledge

Essential

- Proven experience of delivering high standards of customer service in a similar role.
- Well developed and proven organisational skills which deliver a high standard of administration and record keeping for projects that meet time and quality requirements.
- Excellent telephone and customer care skills.
- Good problem solving skills, with experience of managing multiple
- Good IT skills (Microsoft Office suite, Internet, use of databases).
- Ability to work with minimal supervision to meet personal and team objectives.

Desirable

- Knowledge and understanding of energy efficiency, and renewable energy, waste, water and transport matters as they relate to householders.
- Experience of using CRM systems