

JOB PROFILE



Job Title: Operations Support Analyst	
Report To: Service Desk Manager	Date: July 2018
Job Purpose: This role provides support to the operation (Domestic & Business) with Event / Incident / Defect Management, along with continuous process / operational improvements.	
Salary: £20'000 - £25'000	
Key Accountabilities <ul style="list-style-type: none">• Acting as the System Administrator on key third party systems• Becoming the system specialists, learning and understanding the system infrastructure from a front and back office perspective• Working with the operation to resolve complex issues• Supporting the operation with training, coaching and support• Developing / improving / implementing operational processes using a lean methodology• Hands on understanding of the customer journey, both local working practices and system functionality• Production of process maps and local working practice documentation• Production of benefit case assessments for small change items• Acting as the primary contact with system developers on defects, JIRAs updates and questions• Tracking planned events to ensure they are completed efficiently• Completing daily health checks on the QM system• Working with 3rd parties to ensure high standards of performance are achieved• Continuously looking for opportunities to improve service, productivity and profitability• Analysis of existing workflow and system performance to identify opportunity for improvement	
Additional Information <ul style="list-style-type: none">• The post-holder must show the potential to develop strong analytical skills, this could be through account level analysis or on a larger scale• Although not a decision making role, the post-holder will provide recommendations on solutions to the relevant decision maker, highlighting both benefits and costs of each solution	
Skills/Knowledge/Experience Essential <ul style="list-style-type: none">• Knowledge of Customer Operations within the Gas and Electricity Retail Supply business• Experience in using a CRM / Billing system such as Junifer• Strong Communication skills, both verbal and written• Experience of analysing an operational issue (either on an account level basis or on a larger scale) and identifying the root cause of the issue• Computer Literate• Proactive approach to learning, including the ability to self-research• Understanding of Lean/process improvement methodology Desirable <ul style="list-style-type: none">• Process Mapping and the use of appropriate software such as Visio• Experience with the following software – Junifer, Utili AFMS, PFV, DF Web• Production of Local Working Practices / User Guides• Highly numerate and literate• Customer Service experience, though this can be from a front or back office perspective	

- Ability to evidence a customer centric approach
- Energy Industry Experience
- Knowledge in any of the following areas within energy is beneficial – Registration/loss, billing, supplier management, settlements, business, metering, data flows, debt management

Working Relationships

Sitting as a primary point of contact within the operation, the post-holder will be required to work with the customer service teams including managers to gather requirements and complete problem solving activity. They will also work alongside the training team to support in the documentation of new and update processes. From time to time, they may be required to work alongside the PMO on small change projects, which would involve stakeholder management and supplier management.

If you wish to apply, please send your application form to Rebecca Morrall
Closing Date: **3rd August 2018**