

Aftercare Support Co-Ordinator

Job Title: **Aftercare Support Co-Ordinator**

Department: **Support & Services**

Reporting to: **Support Team Manager**

Date: **02/08/2022**

Responsible for: **OpusCare & Aftersales activities**

Location: **Bristol\Edinburgh (Agile)**

Job Summary:

As the Aftercare Support Co-Ordinator, you will be responsible for the co-ordination and solution provision for Stage Electrics and Northern Light customers who are to benefit from our Aftercare Support service and/or OpusCare. This is an important role in our business that reaches across all activities and services that the company provides. Consequently, you will be expected to deal with customer queries from the initial point of contact through to resolution. Excellent problem solving and communication skills are essential, as is strong costing and commercial acumen.

Co-ordinating internal and external resource, you will match solutions with the efficient utilisation of both human resource and physical stock whilst always seeking to provide exceptional customer service.

We are committed to the continuous development of our business and all its business activities. We hold many accreditations, including NICEIC and ISO 9001. As part of your role, you will be expected to provide support during the sales cycle, including pre-sales technical qualification of requirements, site surveys, costing, planning, and preparation of aspects of the sales & Aftercare documentation.

You will need to work pro-actively, identify and resolve issues that may adversely affect the delivery of our Aftercare Support and OpusCare services and work with the colleagues, sub-contractors, suppliers, to deliver works effectively.

As part of your role, you will be required to provide appropriate feedback and training to internal stakeholders and sub-contractors. Your learnings, observations and recommendations should be regularly communicated with your Line Manager who will agree with actions, goals, and objectives for continuous improvement. Regular 1-2-1 meetings with your Line Manager will ensure these goals and objectives are being achieved.

To deliver Aftercare Support and maintain the high standards we are committed to providing our customers, you will need to be flexible in your style and approach to working. You'll be able to manage conflicting priorities and be able to demonstrate good negotiation and customer relationship management skills. Internally, you'll be comfortable working with our sales, project management and commercial teams and the often highly reactive environment in which they work.

From time to time, there will be a requirement to assist in other duties/tasks including, but not limited to, site works, and any other duties/tasks deemed reasonable by your Line Management.

This is a key role in our business that is ultimately responsible for assisting in the securing of new and repeat business by providing exceptional customer service. Ensuring compliance with all relevant standards, managing risk and overheads, to maximise profit are also key component parts of this role in our business.

Main Tasks:

This role requires the effective delivery of many actions and activities; it is crucial that these actions and activities are carried out in a pro-active and timely manner. The following main tasks and responsibilities are not an exhaustive list but do seek to identify the key responsibilities the role holder will have.

- Demonstrate our core values and company culture in every aspect of your work
- Manage and develop our internal warranty service provision and process
- Take full responsibility for the customer journey within our Aftercare Support service, OpusCare contracts & Warranty returns.
- Assist in the management of our annual accreditation audits as required
- Ensure that all solutions are efficient, safe, and profitable
- Identify training opportunities and process efficiencies assisting with development and communications to fellow colleagues.
- Assist in or undertake the development and delivery of training workshops to our internal and external resources as appropriate
- Assist in the maintenance of a formal scoring and review process for sub-contractor performance & skills
- Assist in the effective development/review of business systems and processes, proposing, developing, or updating and properly documenting good processes and procedures where gaps exist to ensure effective compliance and continuous improvement can be achieved
- Collaborate with the Support and Services Manager, the Service & Maintenance Manager, the Resourcing Co-ordinators and other parties or individuals as appropriate across all departments to assist in the identification, proposal, assessment, setting-up and ongoing review and training of new technical resources (both internal and external) enabling the company to maintain a competent and effective resource & supplier pool
- Maintain flexibility and maturity in your approach to meeting business needs prioritising effectively and seeking advice from management when necessary
- Exercise sound commercial judgment
- Promote and ensure working practices that align with good/best practice and our HSEQ policies
- Demonstrate a can-do attitude
- Be part of, instil, and deliver great customer service
- Attend and actively participate in required activities in a wide range of locations from customer sites, supplier's premises, through to remote offices and overseas where necessary
- Observe, embrace and participate in the safety culture of the Company and report any issues with your Line Manager or HR.
- Be responsible for your own health and safety and that of others who may be affected by your actions at work
- All other tasks as reasonably required by your Line Management

Applications (don't forget the covering letter) should be sent to pete.white@stage-electrics.co.uk

Location: Working from our office in Bristol for at least three days a week, with the rest working from home on an agile basis.

Closing date: 31st August 2022

We comply with the Equality Act 2010. We do not discriminate on the grounds of age, sex, race, disability, religion, sexual orientation, gender reassignment, pregnancy, or marital status.