

Business Improvement Placement Student

Date

January 2024

Company

Power NI

Location**Technology Park, Antrim or Newforge Lane, Belfast****Contract** FTC – 12 months- Full Time**Working Hours** 37 hours Monday to Friday**Hybrid Working** 2 days working from the office and 3 days working from home

At Energia Group, energy moves us to be a positive force for change within the energy industry and society at large. Through our two brands, Energia and Power NI, we deliver energy solutions and innovative technologies to homes and businesses across Ireland – driving our country's renewable energy future forward. We are on the lookout for people who want to transform their ambition into impact and channel their energy into making a positive difference.

About the role

As a modern customer centric utility, customer experience is everything to us. The Business Improvement (BI) team are responsible for monitoring customer experience, business operational reporting, facilities management, and driving continuous improvement across the business.

The successful candidate will report directly to the Customer Insights Manager and provide business support to the wider BI team. This will include carrying out online customer surveys, analysing results and supporting projects. You will be continually encouraged to analyse data, identify trends, and prepare reports for management to enable improvements across the business.

Responsibilities

Day-to-day, here's what your new role would look like:

- Issuing surveys by email daily using the Qualtrics Customer Experience platform.
- Analysing customer feedback from surveys and complaints.
- Production of daily and weekly reports for Customer Solutions departments.
- Development of surveys, reports and management dashboards using Qualtrics.
- Liaising with internal and external stakeholders to understand their data and reporting needs, ensuring the delivery of timely and accurate management intelligence reports.
- Providing general administrative support to the Business Improvement Team such as recording Health & Safety checks, tracking staff equipment, liaising with 3rd party technical support team, and supporting both onboarding and leaver processes.
- Staying informed of industry trends and best practices in energy sector, seeking opportunities to enhance reporting capabilities and streamline processes.
- Providing support to the team on projects.
- Other ad hoc duties as required.

About you

These are required to be shortlisted for interview:

- Studying towards an honours degree in a relevant discipline and have completed Year 2 by July 2024. Module results to date must have a combined average in excess of 60%. All modules and results, including Autumn / Winter 2023 Semester results, must be listed on your CV.
- Excellent numerical and analytical skills with the ability to present findings and recommendations in a clear and concise manner.
- A suitable place to work at home and good broadband connection.
- IT literate, with a sound working knowledge of MS Word, Excel and PowerPoint.
- Experience of working effectively with others to achieve team goals.

These help decide between those who meet all the above criteria:

- Valid driving licence and access to a vehicle for business use.
- Experience in a customer service role.

Energised for better

These are the behaviours, skills, and knowledge you need to be successful in our organisation:

Leading Self Effective Collaboration Flexibility, Agility & Resilience Emotional Intelligence	Future Ready Digital Readiness Ideation & Innovation	Achieving Success Customer & Stakeholder Centric Critical Thinking & Problem-Solving Strive For Excellence
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What we can offer you

 Our Rewards	 Learning & Development	 Social Opportunities
 Excellent Holiday Allowance	 Career Development	 2 Volunteer Days / Year
 Annual Bonus	 Mentoring	 Sports and Social Clubs
 Cycle to Work Scheme	 Wellbeing Programme	 DE&I Programme
 Health Care	 Award Winning Company	
 Referral Bonuses	 Employee Assistance Programme	
 Family Friendly Policies		