

Job Specification – New Business Technical Analyst

Energy and Carbon Management Limited

Energy & Carbon Management Limited is a UK market leader in the fields of energy, water and carbon management consultancy services. Our industry knowledge and experience spans over twenty five years and we enjoy long term relationships with our customers and suppliers. Our Head Office is located in Horsham, West Sussex.

The Role

You will report to the Operations Director who will manage your training and development. You will be required to deliver our products and services to all new clients and some existing clients. You will be responsible for maintaining and providing reports and analysis as part of the service delivery. You will receive on-the-job training to support you in your role.

Training & Development

Whilst experience within either the energy industry would be advantageous, it is not essential. We as a business realise people are our most valuable assets and for that reason provide comprehensive industry and on the job training.

Primary Responsibilities

- **Client Management:** You are required to ensure each client receives excellent customer service through appropriate expectation setting, timely and professional delivery of all services, regular updates on new products and providing prompt and efficient service to all enquiries..
- **Technical Delivery:** You will work closely with the Operations Director and Portfolio Manager to implement operational processes and procedures, ensure that all client data is fully maintained and all core services are delivered to the highest quality.
- **New Business Delivery:** You will work closely with the Operations Director and Sales Manager to priorities service delivery for all new business clients.
- **Industry Knowledge:** Keep fully up to date with energy pricing and market intelligence, legal carbon and energy efficiency legislation, market drivers and trends.
- **Supplier Relationships:** Work closely with the Operations Director and Portfolio Manager to maintain relationships with utility suppliers and explore new products and review service delivery.
- **Team Support:** Support the company with other related activities which are assigned appropriately to your role.

Personal Specification

- Numerate and analytical
- Attention to detail
- Proven interpersonal skills
- Has the ability to work as part of a team and on your own
- Excellent time management
- Ability to handle unplanned activities
- Good persuasion skills
- Customer and fee generation focused

Qualifications and Experience

- Ideally have some knowledge of the energy and carbon markets
- A good sense of commercial awareness
- Refined customer service skills
- Excellent working knowledge of Microsoft Office
- Ideally have a business related degree

Benefits Package and hours of work

- Annual salary - £24,000 to £26,000
- Holiday - 23 days per annum
- Working hours - Monday to Friday; 9 am to 5 pm

Contact Details

- HR Manager
- Email: sfarrell@energyandcarbonmanagement.com