

Client Support Officer Job Description

Job Title:	Client Support Officer
Reporting to:	Programme Co-ordinator
Location:	Central London
Date advertised:	May 2022
Contract type:	Permanent
Job description reviewed:	May 2022

About Salix

Salix Finance Ltd (Salix) is a non-departmental public body, owned wholly by HM Government, established to accelerate public sector investment in energy efficiency technologies. Salix is funded by the Department for Business, Energy, and Industrial Strategy (BEIS), the Department for Education (DfE) and the Welsh and Scottish Governments, and works with public sector bodies throughout the UK, helping them to make progress towards achieving their carbon reduction targets.

Salix's principal business since 2004 has been to deliver interest-free finance to Public Sector Organisations in England, Scotland, and Wales, supporting them to deliver their carbon management plans by reducing their carbon footprint and energy bills.

On 30th September BEIS launched the Public Sector Decarbonisation Scheme (PSDS) and Public Sector Low Carbon Skills Fund (PSLCF) both of which are being delivered by Salix. The purpose of both schemes is to provide grant funding to Public Sector Organisations to deliver capital energy efficiency and heat decarbonisation projects within public sector non-domestic buildings, including central government departments and non-departmental public bodies in England. The scheme aligns with BEIS' new mission and priorities and will also encourage green investment, supporting the Government's net-zero and clean growth goals. Phase 2 of the PSDS was announced on 17 March 2021 and was launched on 7 April 2021.

Job Purpose

Salix works to enable the public sector in the UK to reduce its carbon footprint. The task of reducing the UK's carbon emissions needs individuals who will work constructively as part of a team, building positive relationships with our clients to enable them to implement decarbonisation and energy efficiency measures across their estate.

Work Life at Salix

For staff joining Salix we run a comprehensive induction programme to support staff to be successful at work. Every member of staff is in a team and has a named line manager who helps organize individual workload and manages training and development. You will be encouraged to study for further industry qualifications, such as CMI.

Key responsibilities

- Work with and support existing clients to ensure they complete projects within agreed scope, timelines and to Salix requirements.
- Maintain client databases and monitoring spreadsheets to track projects and provide accurate reporting to the Salix board and funders.

- Build and sustain excellent client relationships and engage with key personnel across all levels of client organisations to encourage meeting deadlines and repeat business.
- Support prospective clients in developing applications for funding and assist and manage them through the lifecycle of their projects, from application to completion.
- Support a teamwork approach to delivering annual Salix business plans, supporting the delivery of BEIS' policy objectives.
- Be mindful of individual health and wellbeing and support health and safety.
- Align with the Salix values and working principles to support the strong company culture and positively represent the organisation.

Key duties

- Build strong customer relationships with Salix clients.
- Use of CRM or central data store.
- Data management/analysis and input.
- Project management:
 - Management of own day-to-day tasks in a fast-paced and busy environment.
 - Payment processing and cashflow forecasting.
 - Letter generation, drafting and checking legal documentation.
 - Prepare written reports on individual work programme.
 - Managing and responding to internal/client queries.
- Engage with clients across communication platforms (Teams, phone, email, and face to face).
- Support the Communications and PR team to promote Salix at events, conferences, webinars, by giving presentations and assisting with preparation of materials to showcase the work Salix do.
- Engage in staff meetings and training events.
- Assist with wider organisational activities – including cross-team working, involvement in workgroups and supporting charity initiatives.

Person specification

- See [Appendix 1](#)

Salary

- £25,500 during probationary period which lasts 12 weeks
- £26,000 after successful probationary period

Employee Benefits

- 28 days annual leave
- Cycle to work scheme
- Contributory pension scheme
- Employee support with public transport costs
- Supported training budget for staff

Appointment process

Salix is an equal opportunities employer and has a policy of equal pay. Salix operates a probationary period for all new staff. This ensures people joining Salix can find out that the job meets their expectations and that Salix can support each member of staff in their role. This is on a fixed term 12-week probationary contract. Successful completion of the probationary period will lead to an offer of employment contract.

The Person Specification for this position can be found in Appendix 1. All criteria outlined in the specification are considered essential and will be assessed through a combination of the application statement, CV, and interview.

Candidates must demonstrate that they meet the qualifications, experience, skills and abilities listed in the Person Specification. In order that candidates focus on the experience, skills and abilities in the Person Specification ten specific areas have been highlighted. Candidates should focus on these ten points in their written statement which should be no more than 1,500 words. Other aspects of the Person Specification will be evidenced from your CV and the final interview. See appendix 1 for the person specification.

How to apply

If you wish to apply for this role, please submit all of the following to applications@changeagents.org.uk.

1. An up-to-date CV
2. A statement of no more than 1,500 words as to how you match the requirements of the Person Specification ensuring you address the **ten key criteria** highlighted in the key criteria column of the Person Specification
3. Equality monitoring form ([available to download here](#))

Please specify in the application the subject the job title you are applying for and within the email where you saw the job posted.

Appointment timetable

- Applications will close on **Tuesday 14 June 2022 at 09:00**.
- Shortlisted candidates will be invited to interview **Wednesday 22 June 2022**.
- Presentation details will be released prior to interview.
- Start in post by mutual agreement.

Key information about application

- Applicants must demonstrate through their CV and personal statement that they meet the qualifications, experience, skills and abilities listed in the Personal Specification in Appendix 1.
- Please be aware that Salix will only accept applications which contain all the requested supporting documentation detailed above, and candidates that do not submit all requested documentation will not be contacted to submit a full application.
- All applicants must have the right to work in the UK and documentation is required to support this.

Appendix 1: Person Specification

CRITERIA	DESCRIPTION	ESSENTIAL CRITERIA
QUALIFICATIONS	Degree or equivalent professionally relevant qualification	
	Evidence of further professional development	
EXPERIENCE	Relevant work experience in a building or energy services capacity	
	Experience in providing advice and support	
	Project management skills	✓
	Presentation experience	
	Customer service or public engagement experience	✓
	Strong IT skills, including all Microsoft Office Programmes with a focus on Microsoft Excel	
SKILLS AND ABILITIES	Ability to work constructively within a small team	✓
	Ability to manage, prioritise and deliver a number of projects and work programmes within timescale	✓
	Communicates effectively and confidently	
	Fosters collaborative and coordinated working across teams and in partnership with other organisations	
	Ability to positively represent Salix and good customer service skills	✓
	Strong numeracy skills	
	Pays close attention to detail, ensuring work is delivered to a high standard	✓
	Effective time management and ability to set realistic timescales for work delivery	✓
	Self-motivated and good organisational skills	✓
	Strong interpersonal skills	
	Ability to effectively contribute at meetings and events participation	

	Knowledge of energy efficient and low carbon technologies	
	Willingness to travel across the UK	
	Ability to make decisions that demonstrate commitment to Salix's corporate strategy	
OTHER	Ability to demonstrate and understand equal opportunities	✓
	Willingness to learn and commitment to personal development and training	✓

Key:

✓ = key criteria

CAUK Reference: 2442

Appendix 2: Change Agents UK Trading Ltd Opportunity Details

Change Agents UK Trading Ltd is acting as an employment agency as defined under the Employment Agencies Act 1973. Should you have any queries or require any further information on the services we provide please contact contact@changeagents.org.uk or call 01572 723419.

Placement Details	
Employer:	Salix Finance
Nature of client's business:	Salix Finance is a non-departmental government body established to accelerate public sector investment in energy efficiency technologies.
CAUK Placement Reference:	2442
Placement job title:	Client Support Officer
Type of work:	<p>Key responsibilities</p> <ul style="list-style-type: none"> • Work with and support existing clients to ensure they complete projects within agreed scope, timelines and to Salix requirements • Maintain excellent client relationships and engage with key personnel across all levels of client organisations to encourage on time completions and repeat business • Maintain client databases to track projects • Support prospective clients in developing applications for funding and assist and manage them through the lifecycle of their projects to completion of the project • Support a teamwork approach to delivering the teams annual business plans • Individual health and safety <p>Key duties</p> <ul style="list-style-type: none"> • Management of own day-to-day tasks

	<ul style="list-style-type: none"> • Work with others and across teams to identify new applicants for funding and selling the concept to them • Prepare written reports on individual work programme • Network and promote Salix at key stakeholder events, conferences, and presentations • Present Salix and its work to prospective clients • Engage in staff meeting and training events • Inclusive of any other duties and responsibilities within the range of the salary grade.
Location of work:	75 King William St, London EC4N 7BE
Hours of work:	<p>37 hours a week. Monday – Thursday 9am – 5:30, Friday 9am-5:00.</p> <p>Work from the office a minimum of 2 days a week, more when being trained.</p>
Any experience training, qualifications or authorisation necessary or required by law or a professional body to do the role:	None known
Any known health and safety risks and the steps the Client has taken to reduce the risks:	None known
Start date of the placement:	ASAP - Start in post by mutual agreement
The duration or likely duration of the placement:	Permanent
The minimum rate of Remuneration, expenses and any other benefits that would be offered:	<p>Salary</p> <p>£25,500 during probationary period which lasts 12 weeks</p> <p>£26,000 after successful probationary period</p> <p>Employee Benefits</p> <p>28 days annual leave</p> <p>Cycle to work scheme</p>

	Contributory pension scheme Employee support with public transport costs Supported training budget for staff
The intervals of payment of Remuneration:	Monthly payment
Notice period:	3 months
Annual Leave Entitlement	28 days annual leave plus 8 bank holidays