

Member Services Advisor – minimum 12-month Fixed-Term Contract (maternity cover)

Recruitment Brief – Salary Range upto £50k DOE

- Company Pension Scheme, with matching up to 7.5% by TEC
- ~£5k Car Allowance
- 30 days holiday
- Private Healthcare Cashplan
- Life and Critical Illness Insurance
- Access to Electric Vehicle lease scheme
- Access to the Company discount portal

The Position

Job Title: Member Services Advisor

Reporting To: Head of Member Services

Location: Home based. There is expected travel to member sites and a monthly 2 day visit to TEC offices in Longbridge, B31 2TS

Background of Role:

Join our dynamic MSA team as we embark on a 12-month Fixed-Term Contract maternity cover role, with the exciting possibility of transitioning to a permanent position based on performance and business need. This is a key role in the support and education of Members in all aspects of our energy and water service provision. An external facing role, engaging with Members, covering our energy risk management, associated products and services that support cost management and carbon reduction on Member estates. This is a relationship role delivering close support and knowledge transfer in all matters energy and associated policy to our Membership around the services we deliver and the markets in which we operate on their behalf. The role covers all geographical areas in which TEC operates.

Job Purpose:

The successful candidate will be responsible for developing and maintaining a detailed knowledge of energy products and services that support TEC Members estates and carbon plans. Knowledge of the various energy data flows, policy areas and levy support mechanisms that impact on Member estates are also key to this role. The role requires the individual to recognise and have experience in developing business opportunities that provide flexibility in managing the energy commodity as well as being able to provide solutions in managing demand side reduction and self-generation of power and gas.

Why TEC?

TEC is a well-established Public Buying Organisation serving the Higher & Further Education sectors, Research Establishments and the Galleries, Libraries, Archives and Museums. Owned by our Members, we deliver industry-leading energy procurement and risk management services, data reporting and intelligence, cost and carbon reduction.

TEC currently supports ~70% of all HE institutions across England and Wales and has ambitions to support the whole sector.

Operating as a Member-owned organisation on a not-for-profit basis, we are uniquely placed to work alongside our Members to develop innovative energy procurement and risk management approaches. With unwavering focus, we understand the complex requirements of our Members and guide them to making informed decisions. Working with, and for, our Membership we are trusted partners who are actively involved in all energy procurement and delivery stages.

TEC works with its Members to help understand and manage energy consumption and carbon emissions across their estate assets – we are trusted and encouraged to deliver solutions that reduce both.

Stakeholder Relationships:

- Internally with all Teams
- Externally to develop relationships with Framework suppliers, Members and Business Services providers.

Key Responsibilities

Member Support

- Building lasting Member relationships, getting the best out of our service for our Members' needs.
- Educate Members about TEC and wider energy market services, including relevant market and policy areas affecting them.
- Record and act on feedback, analyse areas for service improvement and new service delivery.
- Ensure Member satisfaction through regular engagement, reviews and resolution of Member level problems following first line escalation.
- Ensure Member retention and new business pipeline is fully visible and with clear deliverables and interdependencies reported to the SLT.

Relationship Management

- Working with internal teams ensure that data is accurately entered and managed within the company's CRM/Data Management System. Work with Data Team to leverage services which use and present data in support of Member requirements and new opportunities.
- Attend industry and member sector functions, such as association events and conferences, and provide feedback and information on market, policy and sector trends.
- Provide a link and effective management of TEC framework supplier relationships, including support in escalation of supplier issues and regular reviews of supplier performance under KPIs established via TEC frameworks.

Person Specification:

Essential (3 years+)

- Broadly educated to Degree level or equivalent
- Strong knowledge of the energy industry in the UK and global impacts, network and policy areas affecting the industry and end user.
- A track record of identifying needs and challenges coupled with an ability to grasp concepts and explain them succinctly.



- Excellent people skills with a positive and professional attitude able to build a rapport with Members at all levels of seniority.
- Networking, Persuasion, Prospecting, Public Speaking, Research, Writing and CRM skills.

Preferred

- Working knowledge of Salesforce.
- Sound knowledge of procurement regulations.

- **How to Apply**

If you are interested in applying for this role, please provide your CV and short cover letter to:

Steve Creighton

E: stephen.creighton@tec.ac.uk