

## Client Support Officer Job Description

### About us

We're Salix Finance, but we're not a bank.

Our mission is to enable, and inspire, public sector organisations to move towards net zero.

We deliver government funding schemes to support councils, schools, housing associations, hospitals and universities boost their energy efficiency, reduce their impact on the environment, save money and to remove more households from fuel poverty.

We work with the UK government and the devolved administrations in Scotland and Wales.

As well as managing the funding schemes, we provide professional advice, expertise and support to grant recipients throughout all stages of their projects.

We also offer insight, intelligence and influence by sharing knowledge and lessons learned from project delivery to help improve future schemes and policy development.

We were created in 2004 and have been growing ever since. We now employ 200 people.

We are committed and passionate about supporting governments to reach their ambitious net zero targets. We are proud and excited to be on the journey with them.

We are wholly owned by the Department for Energy Security and Net Zero.

### Why work for us?

If you share our passion for addressing the urgent challenge of climate change and contributing to the UK's ambitious decarbonisation goals, we want to connect with you.

Embark on a fulfilling career with us where every day brings new challenges and rewards.

You'll have the chance to leverage your skills and expertise to shape impactful projects, both large and small, making a meaningful difference across the UK.

With offices in vibrant London and dynamic Manchester, our opportunities span both cities, offering you a chance to be part of a transformative journey wherever you feel most at home.

Recognising that our employees are the heart of our success, we prioritise their wellbeing and professional development and we offer a range of benefits.

As proud holders of the Investors in People Silver accreditation, we are committed to creating an environment where you can thrive.

Department / Location	Delivery team Manchester
Reports to	Programme Coordinator
Package	Starting salary 27-33k maximum depending on experience 28 days annual leave Cycle to work scheme Contributory pension scheme Employee support with public transport costs Supported training budget for staff Access to Employee Assistance Program
Overview	<p>As a Client Support Officer you will be responsible for supporting and monitoring the delivery of UK public sector decarbonisation projects, which are funded through grants and loans programmes by DESNZ, Scottish and Welsh Governments.</p> <p>You will be part of one of Salix's programme delivery teams, line managed by a Programme Coordinator and managed by a Programme Manager. Your responsibilities will ensure that projects comply with Salix's funding requirements as well as building strong client relationships, and being their first port of call for any queries. You will support the delivery of around 20 projects with a combined value of £50m.</p> <p>You will also be an active member of the Delivery Team and attend team wide meetings as well as have the opportunity to be involved in projects that support the development of our processes and systems and making the company an even better place to work.</p>
Key Responsibilities	<ul style="list-style-type: none"> <li>• Build strong customer relationships with Salix clients, this will require visits to clients on location.</li> <li>• Maintaining accurate client project data through the use of client relationship management systems.</li> <li>• Data management and analysis to support reporting to our board and funders.</li> <li>• 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 and presentations on individual project work. Managing and responding to internal/client queries.</li> </ul>

	<p>Support the Communications and PR team to promote Salix at events, conferences, and webinars, by giving presentations and assisting with the preparation of materials to showcase Salix's work Assist with wider organizational activities including cross-team working, involvement in workgroups and supporting charity initiatives.</p> <ul style="list-style-type: none"> <li>• Responsible for individual and team health and safety</li> </ul>
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### 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.

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, eight specific areas have been highlighted. Candidates should focus on these eight points in their written statement which should be no more than 1,200 words. Other aspects of the Person Specification will be evidenced from your CV and the final interview where candidates will be asked to prepare a presentation. 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 HR:

1. An up-to-date CV.
2. A statement of no more than 1,200 words as to how you match the requirements of the Person Specification, ensuring you address the **eight 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 email subject the job title you are applying for and within the email where you saw the job posted to [HR@salixfinance.co.uk](mailto:HR@salixfinance.co.uk)

### Appointment timetable

- Applications will close once the posts are filled.
- Shortlisted candidates will be invited to interview by mutual agreement.
- 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

<b>CRITERIA</b>	<b>DESCRIPTION</b>	<b>ESSENTIAL CRITERIA</b>
<b>QUALIFICATIONS</b>	Degree or equivalent professionally relevant qualification	
	Evidence of further professional development	
<b>EXPERIENCE</b>	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	
<b>SKILLS AND ABILITIES</b>	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	
<b>OTHER</b>	Ability to demonstrate and understand equal opportunities	✓
	Willingness to learn and commitment to personal development and training	✓

### Key:

✓ = key criteria