

Job Specification

Operations Analyst

Ref: PE-OA-02

Location: Sheffield

2 full-time vacancies are available

Salary: £17,000 to £19,000 depending upon experience

March/April 2021 TBC (subject to any notice period)

Closing date for applications: 12th March 2021

**APPLICATIONS ASSESSED ON RECEIPT
APPLICATION WINDOW MAY CLOSE EARLY IF ROLE FILLED**

To apply, please send your CV and a covering letter or email to:

applications@pure-energi.com

Date

12/02/2021

The Role

This is an exciting position for an enthusiastic operations analyst to work as part of a small team that provides services used by many of the world's largest organisations. The role will involve:

- Carrying out a range of processes including performing detailed administration checks of renewable energy projects, checking metering evidence and documentation.
- Adding new organisations to the Registry software system.
- Taking ownership, investigating, and processing client requests including composing and sending emails through the Operations helpdesk.
- Responding and advising on a range of email enquiries, including keeping clients updated on their enquiries.
- Contributing to the upkeep of Operations documentation including the storage of information.
- Conducting testing on the Registry software systems.
- Collaborating with team members on the collation of user guides and local working instructions for global partners, including contributing to any changes of documentation as required.
- Advising clients on operational processes.
- Carrying out training to clients via video call and advising them on a range of operational processes.
- Ensuring all tasks are completed with speed and accuracy with strong attention to detail.
- Adhering to data protection policies ensuring client confidentiality.
- Working as part of a team to implement operational processes for new products and supporting other areas of work, as necessary.
- Contributing to team and planning meetings.
- Undertaking any training which may be vital to keep up to date with the requirements of the role.

You will be expected to demonstrate a commitment to the company's Code of Conduct.

You

We are looking for a self-motivated professional individual, educated to degree level, with a strong interest in the sustainability sector, who possesses outstanding communication and interpersonal skills. Language skills, enthusiasm, potential, and the ability to manage your own workload are more important than experience.

You will have excellent IT skills, attention to detail and the ability to communicate effectively and with confidence to a wide range of people, including those whose first language may not be English. You will show a commitment to excellent customer service and provide advice and support to team members as and when required.

You must have a good understanding of the General Data Protection Regulation (GDPR) to protect client confidentiality and be interested in working within the sustainability sector.

Working in a busy office, you will be self-motivated, work with initiative, and have the ability to prioritise workloads and show good judgement.



Skills

- Excellent customer service and interpersonal skills.
- Strong organisational and time management skills.
- Ability to manage a busy and varied workload.
- Ability to work accurately with strong attention to detail.
- Flexibility and willingness to learn.
- Ability to work as part of a team.
- Excellent written English with a high standard of grammar and punctuation.
- Proven numerical skills to a high standard.
- Strong IT skills including MS Word, Excel and PowerPoint.
- Familiarity with working on Outlook.
- Desirable: language skills (for example, Spanish, Portuguese, Russian, Vietnamese but other languages would be an advantage).

Competencies and Behaviours

- Passionate about customer experience.
- Able to work in a fast-paced environment.
- Attention to detail.
- Driven by desire to make improvements.
- Committed to working flexibly.
- Deliver high standards of quality.
- Be a team player, confident, friendly, and committed with a 'can do' attitude.

The Company

At the forefront of our industry, Pure Energi's core product line includes registry systems that underpin renewable energy certification and trade in over 30 countries. With users from over 150 organisations, including some of the world's leading brands, we strive to deliver outstanding service that can rapidly respond to changing demands. Business growth rates over the past five years have exceeded 100% per year.

You will be joining a professional and friendly team of passionate people who are able to learn from one another. With the main service and development team based in Sheffield, work closely with our partners based in the Netherlands. We provide excellent initial and ongoing training and invest a great deal in personal development, with opportunities for career progression and engaging projects a key part of our responsibility to you.

Pure Energi was founded in 2000 and our strap line is Excellence Shared. We do interesting things, with interesting people, that have a positive impact upon society.

Our mission is:

To be a leading, flexible, and expert partner in delivering a sustainable global society.

Our values are:

Professionalism - as individuals and as a business.

Integrity - honesty and fair value in all we do.

Excellence - every action matters; give your best and take responsibility for your actions.

Respect - for everyone, including your colleagues and yourself.



Package Description

- Salary: £17,000 to £19,000 per annum, depending upon experience.
- Benefits: 25 days holiday allowance in addition to public Bank Holidays, pension and personal training budget.
- Hours of work: 9 am to 5 pm, Monday to Friday with a one-hour lunch break.
- Location: Sheffield office and home working.

COVID-19 precautions

- Social distancing guidelines in place.
- Sanitisation, and cleaning procedures in place.
- Temperature screenings.
- Virtual meetings and working from home options.

Equality, diversity, and inclusion

Equality, diversity and inclusion are essential to our business strengths. We believe that excellence comes through recognising the value of each individual. Pure Energi Limited welcomes applications from all candidates irrespective of age, pregnancy and maternity, disability, gender, gender identity, sexual orientation, race, religion, or belief, or marital or civil partnership status.

Right to Work in the UK

Pure Energi Ltd is unable to employ anyone who does not legally have the right to work in the UK. If you require sponsorship to undertake this role, please visit [GOV.UK](https://www.gov.uk) to check your eligibility before applying.

Job share

We understand the need for a healthy work-life balance. For this post we welcome applications for job share arrangements, part-time and flexible working arrangements.





REGISTERED OFFICE
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