



Hub Co-ordinator (Forrest Team)
VPS Glazing and Locks - Norwich, Norfolk
Location: Broadland Business Park, Norwich, Head Office
Hours: 40 hours per week, Monday to Friday

You will be responsible for working with homeowners on the Highways England Noise insulation Scheme whilst working closely with the principle contractors; Forrest.

You will be responsible for ensuring that customers receive an excellent service and their installation is co-ordinated and completed efficiently from start to finish.

This is a varied role where you will work as part of a team carrying out many tasks including working with other contractors within the scheme, VPS sub-contractors, estimate production as well as the deployment of our engineers.

Key duties:

- First point of contact for Noise Insulation scheme participants, providing excellent service at all times.
- Undertake accurate and timely processing of new instructions to include validation in accordance with agreed SLA's, policy and procedures
- Liaising with Customers, Contractors/Contract Clients, branches and engineers in respect of the management of jobs.
- Coordinating emails and calls including new work requests and queries in a timely manner using organisation and prioritisation skills.
- Updating in house system as a claims owner
- Pricing, ordering and arranging delivery of products (training will be given)
- Collate and record accurate information on our internal systems.
- Dealing with urgent client queries or complaints effectively.
- Maintaining own admin duties
- Team members will be multi skilled across all functions within our Customer Service department so this role will involve administration duties working to developmental targets, linked to your career development.

Previous experience:

Essential:

- Experience of working within a telephony based customer focused environment
- Excellent communication and customer care skills are essential both orally and written.
- Able to communicate at all levels both face to face and over the telephone and the ability to send documentation via e-mail.
- Ability to understand the customer's needs and deliver an individual tailored service.
- Strong interpersonal skills and the ability to manage a fluctuating workload.
- Good problem solving skills and able to use your own initiative.
- Able to work under pressure and to tight deadlines.
- Excellent organisational skills with the ability to prioritise daily tasks and good multi-tasking skills.

Why VPS?

- Fast growing business with excellent opportunities for career progression and development.
- Company pension scheme
- Annual leave 22 days and 8 bank holidays
- Employee benefits, such as Health Care Cash Plan.
- Free Medical and Legal helpline.



How to apply:

Please provide a copy of your up to date CV and supporting covering letter detailing why you think you are suited to this role to the VPS recruitment team at recruitment@vpsgroup.com

If you have not been contacted within 10 working days of your application, then please presume that you have not been successful on this occasion.

Closing date: TBC

General Information:

General Data Protection Regulation (GDPR) May 2018 - As part of any recruitment process, the VPS Group collects and processes personal data relating to potential employees. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations. **For Further Information please refer to the link:** <https://www.vps-jobs.com/vps-privacy-notice-applicants>

VPS are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age