



Job Specification
Operations Support
Ecovision Asset Management Limited

Title: Operations Support

Company: Ecovision Asset Management

About Ecovision Asset Management

Ecovision Asset Management has extensive experience in managing distributed rooftop solar PV asset portfolios across the UK. We currently manage over 14,000 installations across mainland UK (40MWp capacity), primarily on behalf of Portfolio Investors, Councils and Housing Associations. We have a strong track record of managing long term solar performance and work with clients to minimise operational costs whilst maximising the generation of renewable energy.

Renewable Industry growth and Ecovision

The renewable energy industry is now experiencing significant growth across all sectors and technologies. As a consequence of increasing energy prices and the requirement to de carbonise energy production, the demand for new solar PV installation is growing at the highest rate since Government incentive schemes came to an end. In response to this Ecovision Asset Management have moved back into installation of new Solar PV systems, focusing on the rooftop sector with installations up to 500kw. It is embedded in our culture that we value and invest in all our staff, helping people to realise their potential and always looking to promote and develop our teams.

Benefits of working at Ecovision Asset Management

- Yearly salary increases for all staff (RPI as a minimum)
- Rapidly growing Company with career support, defined progression structures and significant opportunity for career progression
- Strong team culture, our staff are our focus
- Contributory pension with overpayment option
- Flexi working of hours and location that facilitates a work/life balance
- Free work social events including Christmas Party and summer BBQ

What you'll do

- Working for a fast paced and growing company we are looking to find an enthusiastic member of staff who can work independently and within a small team, significant scope to grow with the business for the right candidate who can demonstrate ability and commitment
- Be a key support person in the operations team
- Manage inbound calls from customers, clients and field engineers
- Conduct diagnosis calls on Solar PV system faults created on our platform and schedule engineer visit as required
- Ensuring all site visits are conducted effectively, efficiently and to the customer's satisfaction
- Agreeing and implementing process improvements to ensure continuous efficiency in conjunction with the Head of Operations and other support staff

What you'll need

- Be a confident telephone communicator
- Able to take ownership for enquiries and follow through to a satisfactory conclusion
- Excellent administration skills
- Accurate written and verbal communication
- Well developed and effective interpersonal, communication and teamwork skills that can facilitate strong working relationships with internal and external parties
- Good computer literacy particularly with word, excel and outlook
- Ability to work autonomously, manage own workload and work on your own initiative
- Results focused
- Highly Organised and Process driven
- Good geographical knowledge
- Have an interest in Solar

Location: Head Office, Quedgeley, Gloucestershire

Salary: £18k to £20k, all required training