



Become part of our SWARCO team as

Network Support Lead

Location: Dundee, Scotland | Full time

Your Challenge

We have an exciting opportunity for an outgoing, confident, Network Support Lead to join the team in Dundee. If you are motivated, outgoing, confident and keen to learn, we want to hear from you!

What you will do

- The successful day to day engagement and relationship support of Evolt Charging's Owner community
- Working effectively across the business and within the Network Administration team to maintain a strong and stable network, inspire confidence, and ensure that external stakeholders are kept up to date on developments, improvements, and solutions
- To be a consistent and available point of contact and interface for local authorities, and owners, who may have questions surrounding the service and benefits of EV charging, or concerns surrounding their own chargers and hubs
- Through your actions, knowledge, and response, you will continually demonstrate the benefits of B2B working with Evolt Charging
- You will enable this through close co-ordination with your Team Leader and other Key Personnel together, with responsibility within the Network Administration team for your activities and deliverables
- Export, analyse and produce SLA specific data to meet contractual & bespoke requirements for Owners
- Schedule, maintain, and attend regular meetings with owner representatives.
- Monitor deliverables against contractual requirements
- Support the Head of Network Administration, Network Administration Team, and wider Operational teams
- Answer Owner queries on a daily basis, ensuring the highest standards of service and accuracy

Your Profile

In order to fulfil the role successfully the following are some of the key skills and experience required:

- Highly proficient in Excel and other platforms for data analysis and reporting
- Microsoft 365 Suite proficient
- Exceptional written and oral communication is a must
- Effective relationship management skills
- Good knowledge of B2B relationship management & customer service
- The ability to analyse and discuss data and results
- Exceptional attention to detail is key in this role and being able to communicate effectively for others to easily understand the output
- The candidate must be able to work on their own and produce results based on their own investigations and knowledge
- Effective relationship management skills
- Right to work in the UK

Your Benefit

As well as providing a competitive salary and benefits package, we actively run employee opinion surveys as part of our drive to provide a comfortable and supportive working environment. We will support your development and you will also receive:

- 25 days holiday (plus bank holidays)
- Your Birthday off
- Employer pension contributions
- Employee Assistance Programme
- Life assurance up to 6x salary

Interested?

Please apply by clicking on the apply button

Applications are shortlisted on a rolling basis, and we reserve the right to interview and appoint before any advertised closing date. We therefore, encourage you to apply at the earliest opportunity to avoid disappointment. Applications received after the closing date will not be processed.

We have a responsibility to ensure that all employees are eligible to live and work in the UK, therefore successful candidates must have the right to work in the UK by the start of their employment. We are an equal opportunities employer. Please note that Swarco Smart Charging are unable to provide UK Visa Sponsorship.

*Agencies, please note, that should we require recruitment agency involvement, **we will contact the agencies on our PSL**; we would ask that you respect the relationships we have already built with these suppliers. If an agency submits an unsolicited CV to any partner or employee of our company for a role we have not actively engaged with you on, you should be aware that they have no authority to enter into an arrangement with you and we will consider the CV a gift! We will not be liable for any payment you charge in relation to it.*

#LI-GB1

Become a part of SWARCO. We look forward to receiving your comprehensive application via the online tool.

Apply now

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Information on processing of your personal data is available [here](#).