



Become part of our SWARCO team as

Network Relationship Manager (EV)

Location: Dundee, Scotland | Full time

Your Challenge

We have a great opportunity for a Network Relationship Manager (eMobility) to join our team within the office in Dundee, Scotland on a hybrid basis. This role would suit someone who has either previous experience within the EV sector or a Graduate looking to kick start their career in the EV sector. The successful candidate will have day to day engagement and relationship management of our managed networks' Owner community. Working effectively across the business and within the Customer Service Operation to maintain a strong and stable network, inspire confidence, and ensure that all key 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 other commercial 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, demonstrating the benefits of the EVolt Network, including our stewardship and management of their infrastructure performance.

Enabled through close co-ordination with other key internal Sales and Product Personnel together with the Network Administration team, with responsibility to the Customer Service Director for their activities and deliverables.

Key Responsibilities

- To assist the Director and associated colleagues in the performance of his/her duties delivering for key accounts
- To monitor the network and its performance, identifying and resolving trends and concerns in conjunction with other Key Personnel, and working closely with Charge point owners, Manufacturers, Suppliers, Installers, Users, and any other relevant parties
- Organise events and webinars aimed at driving host/owner education, response, and confidence at regular intervals throughout the year
- Be the Voice of the Customer to the core business reflecting concerns, issues, and hot topics from our Owner population; suggesting areas of efficiency and process improvement that better serve host/owners in the future and inspire increased confidence in the core business
- To facilitate/provide technical advice/support on all issues relating to our electric vehicle charging, installation, and performance of charge point infrastructure
- To ensure the customer self-service facilities are available to Users, Charge point owners, and any other relevant individuals or organisations at all times. Maintaining guides and training material over time
- Provide and assist in future development of accessible information provision and recall
- To provide relevant input into the design, implementation, and coordination of tariff management systems; delivering a service capable of managing multi-tariff collection for multiple charge point owners
- Work closely with Key Personnel to ensure continuous accuracy and audit of the Network records

Your Profile

What we are looking for

- A qualification in a related discipline is desirable
- The ability to input, control and analyse data and report effectively to a diverse audience
- The candidate must be able to work on their own and produce results based on their own investigations and

knowledge

- To provide wider day to day support for other areas of the business, these include (but are not limited to) The Sales team, Product Management, Projects team and the Finance department
- Relationship/Key Account Management experience
- Right to live and work in the UK
- Ability to commute to the office in Dundee

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 with bank holidays in addition
- Management Bonus Scheme
- Your birthday off
- Employer pension contributions
- Employee Assistance Programme
- Life assurance up to 6x salary

Interested?

Apply Today! We will acknowledge receipt of your application and be in touch if you are successful.

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. **Please note that Swarco Smart Charging are unable to provide UK Visa Sponsorship.** We are an equal opportunities employer.

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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CPS Michelin Scotland Innovation Parc
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Dundee
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Information on processing of your personal data is available [here](#).