



- Driven •
- Accountable •
- Innovative •
- Successful •
- Yours •

Job Description

Job Title:	Provisioning and Assurance Advisor
Reports to:	Provisioning and Assurance Team Leader
Department:	SSE Operations
Hours of work:	Monday to Friday – 37.5 hours between 8.00am and 8.00pm plus occasional Saturdays

Objectives

The Provisioning and Assurance Advisor is required to manage orders using internal and supplier portals from start to finish.

Responsibilities

- Providing exceptional support and service to our resellers and end users.
- Provisioning and managing orders using our internal and suppliers portals from start to finish.
- Liaise with resellers, end users and suppliers to resolve order processing issues, providing regular and proactive updates.
- Logging of faults and chasing relevant suppliers to achieve a resolution.
- Update customers with fault progress and timescales.
- Carry out any 'ad hoc' assignments as and when requested by line manager.
- Understanding and delivering against your own individual targets.
- Ensure all systems are kept fully updated for each action and point of customer contact.
- Be vigilant for possible fraudulent activity and if necessary raise a security incident report using the template accessible via the corporate Intranet.
- Periodically review Daisy Security Policies – centrally hosted on the Intranet - to ensure full compliance with current legal, regulatory and company requirements.
- If you are a Manager of staff, you must ensure:
 - your team are aware of their security responsibilities & know how to access Daisy Group Security Policies hosted on the Intranet;
 - the principles listed with the **Daisy Group Security Policy Statement document** are embedded within the operations of your team.
- Carry out any 'ad hoc' assignments as and when required.
- To be compliant with health and safety company policy and legislation.

Knowledge, Skills, Experience

Exceptional Customer Service skills are needed in this role.

The candidate should be able to demonstrate:

- Accuracy and attention to detail.
- Ability to multi task and problem solve.
- The ability to take ownership of issues.
- Flexible approach to work.
- Excellent team player.
- Self-motivated and enthusiastic.

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- A record of planning, managing and delivering results.
- Good IT skills.

Telecommunications experience would be beneficial, but not essential as training will be given.

Working Location/Environment

Office-based in Eastleigh



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