**About The Role**

**Salary:**

• Non-technical £26,970 per annum

• Single fuel - £35,301 per annum for full time roles (plus London weighting where applicable\*)

• Single fuel (3 phase/CT) £36,352 per annum for full time roles (plus London weighting where applicable\*)

**Candidates joining on a non-technical and single fuel basis will be required to upskill to dual fuel, upskill training will be provided by the company. The salaries stated above apply during the initial training period, and upon full qualification at the dual fuel level, will increase to £40,974 as outlined below.**

• Dual Fuel - £40,974 plus £2k attendance and safety bonus per annum for full time roles (plus London weighting where applicable\*)

• Dual Fuel (3 phase/CT) - £42,025 plus £2k attendance and safety bonus per annum for full time roles (plus London weighting where applicable\*)

\*London Weighting where applicable is an additional £3,000 per annum on top of the above rates. London Weighting allowances will only apply to those whose home postcode falls within the M25.

**A Bit About the Role:**

As a Revenue Protection Officer, you will investigate, detect, and prevent instances of gas theft and electricity abstraction in both residential and commercial settings. You will be responsible for ensuring installations are made safe and for working with the relevant supplier to agree what further action is to be taken.  Additionally, you will collect evidence and provide all necessary information to the client to facilitate further action.

The role may also involve debt recovery work, this may include carrying out metering tasks such as installing a SMART meter or de-energising/disconnecting the supply.

**What You Need to Be Successful**

We are committed to delivering the highest level of service to our customers. Our Revenue Protection Officers take pride in their work and demonstrate professionalism and integrity. To succeed in this role, you should have:

**Experience & Skills:**

* Previous experience as a Revenue Protection Officer is preferred but not essential.
* Strong customer service background with the ability to remain calm and professional in challenging situations.
* Experience in conflict management is desirable but not required.
* Proficiency in using mobile IT hardware.
* Experience in gathering evidence and writing detailed reports is advantageous.

**Personal Attributes:**

* A positive, proactive, and solution-oriented mindset.
* Strong interpersonal skills to build positive customer relationships and drive best practices.
* A collaborative team player who supports colleagues and upholds the company’s brand and values.

**Additional Requirements:**

* A full UK driving license with no more than six penalty points.

We take the safety of our customers and colleagues very seriously. As part of the assessment process, all candidates will be **required to undergo a mandatory drug and alcohol screening**. Employment offers will also be **subject to a DBS check**, relevant vetting checks alongside a colour vision test.

**What we offer…**

* 22 days holiday + 8 days bank holidays
* Additional year annual leave entitlement for 3rd/4th & 5th year, capped at 25 days
* Sick Pay

Access to My Rewards which provides amazing reductions on 1000’s of purchases including Mobile Phone, Utility bill & top retail brand discounts. Here’s a few so you can see the type of saving’s you can make:

* Up to 7% discounts on major supermarkets
* Up to 52% on Cinema tickets
* Up to 33% on holidays and travel
* Up to 10% on restaurants and takeaways
* Up to 25% off gym membership
* Access to our Employee Assistance Programme
* Online GP Service, 24 hours a day, 365 days a year
* Recommend a Friend and Earn scheme
* Reward & Recognition Scheme
* Opportunities to progress in a successful company
* Fully expensed work vehicle and PPE

*At Seeka we recognise and value the benefits from our workforce diversity. We are committed to creating a diverse and inclusive environment to develop a culture where our people feel included and valued.*