



Customer Service Officer

Job description



Job Description: Customer Service Officer

About the Farm Carbon Toolkit

The Farm Carbon Toolkit (FCT) is a leading, independent farmer-led UK enterprise. We support farmers and growers to reduce their carbon emissions and increase their carbon sequestration. For over 10 years, we have furthered the understanding of greenhouse gas emissions in agriculture, providing tools for measurement and delivering projects that inspire real action on the ground.

Overview of this Role

As interest in our Farm Carbon Calculator software continues to grow, we are seeking a Technical Support Officer who will help us to achieve our ambition to provide the most trusted, robust and highly-regarded Farm Carbon Calculator. This is an exciting role within a fast-growing and friendly team. Your work will contribute to supporting farms across the UK (and beyond) to understand their carbon footprint and take real, practical steps in the transition towards a fair, just and nature friendly decarbonisation.

Working within our Calculator team, you will report to the Calculator Manager to support our Calculator users. This will include development of online resources; supporting ongoing research into methodologies of calculating GHG emissions in agriculture; and contributing to the development and testing of our software.

About the team and work environment

We believe in being respectful, professional, empathetic, positive and collaborative, curious and innovative. These values help build our common culture, shape our purpose and guide us in our actions and decisions.

We are inspired by farmers that are showcasing and helping to support a thriving low-carbon farming future that produces healthy, nutritious food for all. And in our work, we are committed to working with all farmers to support them towards this vision.

We are a small, remote-working organisation and recognise the challenges as well as the flexibility that this can bring. We come together as a full-team, in-person, at least three times per year to reflect and discuss our work, and plan for the future.

We enjoy working together, collaborating, and learning from each other. We are a dynamic, flexible and supportive team of people who care about each other's well-being and the world around us.

We are an inclusive organisation, committed to building a team of capable and thriving people from all walks of life. As such, we encourage applications from anyone who feels they have the relevant experience and skills.

Role Profile

Job title	Customer Service Officer
Job purpose	To support the users of our Farm Carbon Calculator software and the various services we provide to farmers and organisations.
Responsible to	Calculator Manager
Location	UK home-based with occasional travel required for team meetings and events, usually in the South or South West. Candidates must have a valid right to work in the UK.
Salary range	£28,000 – £30,000 pro rata, based on experience
Qualifications	Educated to degree level, in a relevant subject or equivalent experience.
Contract	This is a permanent position. The notice period is two months. There is a probationary period of three months.
Hours of work	Full time – 37.5 hours / wk. Four days per week (30 hours) may be considered but please stipulate this request in your covering letter.
Employee benefits	<ul style="list-style-type: none"> • 25 days per year + statutory holidays <i>pro rata</i>. • Pension – we contribute 5% on top of your salary • Generous budget for training and development • Free eye tests • Electric car salary sacrifice scheme • Flexible working arrangements
Travel	Public transport expenses covered or mileage paid at HMRC rate (currently 45p per mile).
Equal Opportunities	FCT is committed to promoting equality and diversity, providing an inclusive and co-operative environment in which all individuals working for and on behalf of the organisation feel respected and able to give their best. Commitment to our Diversity and Equalities Policy is expected and we welcome and encourage applications from anyone interested in this role who feels they have the relevant experience and skills.
Start date	As soon as possible.
Date prepared	January 2024

*Full details of Conditions of Employment are set out in the Employment Contract, the main features of which are standard to all staff.

Key Responsibilities

- Act as a key point of contact for professional licence holders and commercial clients
- Triage and respond to user enquiries (both from free users and commercial clients of the Farm Carbon Calculator) maintaining an excellent standard of customer service
- Support ongoing software testing and collate user and customer feedback
- Provide user support and training, particularly for commercial users, including webinars, online demos and occasional in-person delivery of workshops
- Create and improve Calculator online resources and guidance
- Support the monitoring of our impact with our target users

Please note that this list is indicative of the key responsibilities of this role but is not exhaustive and may change overtime to reflect relevant changes in line with business requirements.

Knowledge, experience and capabilities

(E = Essential, D = Desirable)

Capabilities and desirable experience:

- Experience providing customer support or sales in the agricultural or food sectors (E);
- Excellent written and verbal communication skills and confident in customer facing environments, both in-person and remotely (E);
- Proficient with IT software used in business, such as Google Workspace, Zoom, Microsoft Office (E);
- Knowledge related to agricultural GHG emissions and footprinting methodologies, with appreciation of the interactions between GHG emissions and different farming practices (D);
- Experience maintaining, selling or supporting IT/ software products or applications for specialist audiences (D);
- Exceptional attention to detail, numeracy with proficiency in accounting or analysis in Excel or Google sheets (D);
- Experience with tools available to support management of online products e.g. Google analytics, SEO for web content, project management softwares, content management systems (D).

Personal qualities and values:

- Commitment to our purpose, culture and values. Positive, resilient, enthusiastic and flexible;
- Motivated and solutions orientated, results and activities driven, accepting responsibility for own actions;
- A good team player with the initiative, motivation and drive to work on their own;
- Builds strong and trusting working relationships;
- Excellent organisational skills, together with good communication skills – verbal and written;
- Self-reflective, with a commitment to continual learning and development.

How to apply

Please submit your CV with a covering letter of no more than 2 pages of A4, outlining your relevant skills and experience for the role, to Rachel Hucker, jobs@farmcarbontoolkit.org.uk. Please make sure that the file names of the documents you attach contain your name. Please do not include any photos.

Applications close on Monday 19th February 2024 midnight.

Interviews for shortlisted applicants will be conducted on Monday 26th February 2024.

Thank you for your interest in the Farm Carbon Toolkit and our job opportunities.