

Customer Service Floor Manager

Description

About HSEnergy Group

HSEnergy Group is one of the UK's most forward-thinking renewable energy companies. With over 10,000 installations completed since 2015 and a reputation for quality, service, and innovation, we're leading the way in solar PV, battery storage, EV charging, and AI-powered energy optimisation.

Known for our technical expertise, exceptional customer service, and forward-looking product range, we're now entering a major growth phase, expanding nationally across residential, commercial, and education sectors. Our smart energy storage offering is at the forefront of this, helping customers not only reduce energy bills but also generate income through AI-powered grid trading.

The Opportunity

We are seeking an experienced CS Manager to join our team. In this role, you will be responsible for overseeing the daily operations of our Customer Support teams, ensuring that all employees are supported and able to perform their duties efficiently and in accordance with company standards.

Responsibilities

In this role, you will play a key part in supporting customers throughout their renewable energy journey, ensuring they receive clear communication, timely updates, and a high standard of service from initial enquiry through to installation and aftercare:

- Addressing customer issues and ensuring that the service provided by staff meets company standards
- Supporting the HR team with the onboarding and offboarding processes
- Managing administrative functions.
- Coordinating and scheduling training and performance evaluations.
- Maintaining a safe and efficient work environment.
- Supporting both office and field teams.

Qualifications

To succeed in this position, you will need to bring proven leadership ability alongside the practical skills to deliver outstanding customer service and operational support across multiple departments:

- Previous experience as a Customer Service Manager, particularly in the renewable energy sector, is strongly preferred.
- Conflict Resolution Skills
- Ability to delegate tasks while monitoring progress.
- Can work independently and use own initiative.
- Strong verbal and written communication skills.
- Good team player
- A proactive and organised approach to workload
- Ability to work alongside multiple departments and cover duties when required

Job Benefits

Hiring organization

HSEnergy Group

Commission Only

Full-time

Job Location

Lynnem House, 1 Victoria Way,
RH15 9NF, Burgess Hill, West
Sussex, UK

Working Hours

9am – 5pm working hours with
1-hour paid lunch

Date posted

18 September 2025

- Competitive salary package to include a salary of £30,000 – £35,000 per year depending on experience
- 23 days annual leave plus Bank Holidays
- Company pension
- EV Salary sacrifice scheme
- This role is solely based in office in West Sussex and does not offer any remote working

This role presents a unique opportunity to lead and develop teams within the fast-paced and rapidly expanding solar energy sector. If you are a strategic leader with a passion for creating efficient and well-organised workflows in the solar industry, we invite you to apply.