



**Customer
Engagement Group**

Recruitment Pack

Your opportunity to shape the future

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For any business to succeed, it is vital that the service they provide is the service customers really want, delivered at a price they want to pay. But as customers, there are lots of times that we can't shop around. In those cases, it is imperative that businesses take the right steps to really understand their customers and design services that they truly value.

As someone who has spent my career lobbying for the voice of customers, I feel particularly strongly about this. Over the last thirty years I have seen the power that stakeholder feedback can have to challenge, change and ultimately improve how the energy industry works.

It's this belief in the need for transparency and responsiveness to what customers and the communities really need that led to my decision to take up the role of Chair of the independent Customer Engagement Group for Northern Gas Networks.

The Customer Engagement Group will be a powerful guiding force that shapes Northern Gas Networks' business plan from 2021. As a member, you would have the opportunity to help shape the future of a network that provides heat and power to over 2.7 customers in the Yorkshire & Humber, the North East and Cumbria.

I feel incredibly privileged to represent customers across the network at this important time. I hope you can join me.

Jenny Saunders OBE

NGN at a glance

"Customer engagement is at the heart of everything we do at Northern Gas Networks. Our customers consistently tell us that the things that are important to them are providing a safe, reliable and affordable service; providing outstanding customer experience; and creating lasting energy solutions. As we plan for the years ahead, I welcome the role that the Customer Engagement Group will have in helping us to keep the voice of our customers at the centre of our most ambitious business plan to date."

**Mark Horsley, Chief Executive,
Northern Gas Networks**

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NGN's values

As part of the CEG you will be helping to shape the direction of Northern Gas Networks so it's a good idea to have a sense of the values that give the business direction on a day-to-day basis:



Empowered

We encourage individuality, teamwork, passion, courage, new experiences, growth and change.



Community focused

We're loyal, supportive and respectful towards one another and the community.



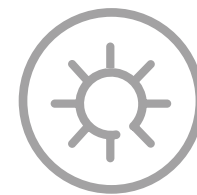
Heartfelt

We want everyone to be recognised for their passionate, proud and heartfelt desire to do their very best.



Trailblazing

We're putting people first and championing collaborative thinking and revolutionary practices.



Happy

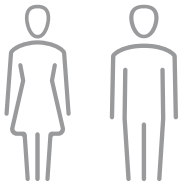
We're a dynamic, caring and rewarding business that wants to empower everyone to feel good about what we do.



Intellectually curious

We combine intelligence, experience and curiosity to deliver innovative, invigorating, future-proof and sustainable ideas.

Northern Gas Networks delivers gas to the North East, northern Cumbria and much of Yorkshire. It owns and maintains more than 37,000km of gas pipes - enough to stretch from Leeds to Sydney and back again.



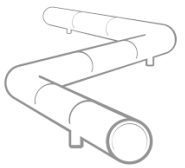
2,000

NGN directly employs around 1,300 people and provides regular work to around 800 contractors



365

The number of days that NGN's engineers are out on the streets every year carrying out planned and unplanned upgrades and responding to gas emergencies



2.7 million

The number of customers to which NGN transports gas

Since Northern Gas Networks started operating in 2005, they've been leading the way as one of the most cost-efficient of the UK's gas distribution networks. They deliver great value for money to their customers, as well as a whole host of social and economic benefits to the region.

NorthernGasNetworksisrecognised as a dynamic, passionate, conscious and people focused team that safely and reliably delivers gas to over 2.7 million homes and businesses across the North East, northern Cumbria and much of Yorkshire.

Although they don't source the gas, fix boilers and appliances, or get involved with plumbing, they work with those that do to deliver it through a vast network of underground pipes that are constantly being invested in and upgraded. It's more complicated than it sounds so they're always exploring cutting-edge thinking, revolutionary engineering practices and world-class science to find new ways to provide sustainable sources of energy.

And while their customers may not see them very often, they can sleep soundly knowing that they're working around the clock to keep them connected and make sure they stay safe.

Northern Gas Networks is heavily regulated by Ofgem and much of their funding comes from homeowners' energy bills so it's important that they are constantly pushing forwards and finding new ways to meet the needs of their customers.

At the heart of that is stakeholder engagement and making sure their priorities meet those of the people they serve. Without this guidance they can't meet their aims of providing excellence in customer service.

The Opportunity

The Role

We are looking for diverse group of people who are passionate about the value of customer-led services and who are willing to share their skills, expertise and experience to help create a gas network fit for the future.

What's in it for you:

By getting involved you will have the opportunity to:

- Assess, challenge and ultimately shape Northern Gas Network's Business Plan;
- Ensure that the needs of millions of customers, including the most vulnerable, are truly reflected in the services they receive;
- Contribute to both the local and national drive to innovate and decarbonise a vital element of the UK's energy mix;
- Promote the economic growth of a large swathe of the North of England, by steering the strategy of one of its largest employers and investors.

What we'd need in return:

To fulfil your duties as a board member we would need:

- Your expertise and knowledge, combined with your ongoing intellectual curiosity
- Your attendance at a 1 day induction event and capacity to provide **1 day per month**; including attending Customer Engagement Group meetings, stakeholder events and other related activities.
- Your commitment to serve for a **term of two years**, with the option to renew dependent upon circumstances

Northern Gas Networks will provide a range of resources to the Group to support you in undertaking this role, including secretariat support; access to Northern Gas Networks staff and relevant data; a full induction and training; and resources to enable the commissioning of specialist analysis or research as required.

Remuneration:

All roles will be remunerated at an agreed rate plus expenses.

The profile

We are particularly interested in hearing from people based within our network area with experience in the following sectors or groups:

- Large commercial gas customers
- Energy (including supply chain and retail)
- Voluntary & Community sector
- Local Government and Combined Authorities
- Academia

And expertise and specialist knowledge in one or more of the following areas:

- Finance and commercial strategy
- Technical understanding of gas distribution and the regulatory framework
- Social inclusion and fuel poverty
- Innovation and the future of energy
- Environmental improvement and decarbonisation

We actively welcome applications from everyone, regardless of age, gender, ethnicity, sexual orientation, faith or disability.

Interested in joining us?

To arrange an informal discussion about Northern Gas Networks, please contact **Melanie Taylor** on

07489 094 922
metaylor@northerngas.co.uk

To apply, please submit covering letter and CV to **CEG@northerngas.co.uk** by **20th July 2019**.

Please briefly outline why you are interested in this opportunity and what area(s) of expertise you feel you could bring.

For further information on the role of Customer Engagement Groups in the development of RII02 Business Plans, please visit <https://bit.ly/2M7zMc3>

For further information on Northern Gas Networks and its work please go to: **northerngasnetworks.co.uk**



