



JOB VACANCY

Commercial Billing Team Leader

Castle Water is the leading independent water retailer in the UK, supplying (at September 2018) 570,000 Supply Points across England and Scotland. Castle Water is the leading supplier in London and the Thames Valley, South East England and Portsmouth, and one of the 5 largest suppliers in Scotland.

Castle Water has a track record of providing excellent customer service, and of developing innovative approaches to utility supply. We developed the first affinity partnership in the water sector, pioneered online switching by customers, and were the first company to transfer customers in England. We have more 5* reviews on Trust Pilot than all other water retailers combined. Our values include treating customers fairly and maintain an open-door approach with our regulators.

Our head office is based in Blairgowrie in Northern Perthshire, within easy commuting distance of both Perth and Dundee, and equidistant between Edinburgh, Glasgow and Aberdeen. The area provides excellent opportunities for a range of activities, from golf and fishing to mountain biking and skiing.

One of the UK's fastest growing utility suppliers, Castle Water has several exciting opportunities for Team Leaders in our fast-paced Commercial Operations Department.

Key Responsibilities

- Experienced people leaders who engage with their teams in building a customer-focused culture
- Reporting to the Commercial Manager, you will provide leadership and support to a team of skilled operational billing specialists in their daily duties
- You will manage commercial invoicing, ensuring timely and accurate customer billing
- You will be able to demonstrate an inclusive management style, driving your team to fantastic results
- With direct management responsibility you will support and guide the team to contribute to the overall success of the department, and company as a whole
- Working as part of the management team you will act as an ambassador for Castle Water, leading by example, creating meaningful conversations and innovative solutions that make a lasting impression on our customers



- You will have a passion for exceeding customer expectations that will drive performance and improve business results
- You will identify and implement process improvements to improve operational efficiency and customer service
- You will manage, analyse and communicate performance indicators to drive improvements and results
- Collaborating closely with colleagues across the business you will identify ways to innovate enhancing processes and performance
- You will effectively implement and execute change initiatives in a controlled manner
- You will effectively manage relationships with both internal and external stakeholders

Key Skills and Experience

- Previous experience managing people within a busy transactional environment such as utilities, finance, customer services or telecoms is preferred
- Strong management and coaching skills with the ability to create an environment where people learn, develop, grow and are empowered
- Relationship management and customer engagement skills (both internally and externally)
- Commercially aware with a track record of consistently achieving and exceeding targets
- Positive attitude, flexible and can work both collaboratively and autonomously
- Proactive, confident and engaging individual with a proven track record of using excellent motivational skills to improve performance individual
- Strong problem-solving skills with the ability and resilience to deal with challenge and ambiguity
- Excellent communicator, highly motivated and adaptable to change
- Excellent planning and organisation skills
- Excellent numeracy skills and attention to detail

How to apply

If you have the drive, experience and skills to support our continued success, send your CV together with a covering letter to careers@castlewater.co.uk. We look forward to hearing from you.

Innovation and knowledge sharing are part of our everyday experience. We invest the training and support you need to succeed and deliver the excellent service our customers expect. We offer an attractive base salary, pension scheme, life cover and 28 days paid holiday.

