



JOB VACANCY

Commercial Billing Team Leaders

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-star 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

- Day to day management of the team whilst remaining hands on
- Provide leadership which enables professional decision making and effective team working
- Identify and implement process improvements to improve operational efficiency and effectiveness
- Collaborate and negotiate with customers to resolve any enquiries and optimise the customer experience
- Continuously look for development / training areas and improvements for the entire team
- Drive and maintain a customer-focused culture
- Support and guide the team to contribute to the overall success of the department
- Identify and implement process improvements to improve customer service
- Manage, analyse and communicate performance indicators to drive improvements and results





Key Skills and Experience

- Minimum of 2 years' experience in managing people within a busy transactional environment such as utilities, finance, customer services or telecoms
- Have a passion for exceeding customer expectations that drives performance and improves results
- Strong management and coaching skills with the ability to create an environment where people learn, develop, grow and are empowered
- Be commercially aware with a track record of consistently achieving and exceeding targets
- Positive attitude, flexible and can work both collaboratively and autonomously
- Be proactive, confident and engaging individual with a proven track record of using motivational skills to improve team performance
- Strong problem-solving skills with the ability and resilience to deal with challenge and ambiguity
- An excellent communicator, be highly motivated and adaptable to change
- Have excellent planning and organisational skills, be highly numerate and have a keen eye for 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 is 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.

