



JOB VACANCY

Out of Hours Customer Service Manager

One of the UK's fastest growing utility suppliers, Castle Water has an exciting opportunity for an Out of Hours Customer Service Manager in our fast-paced contact centre. The role includes a 3-week rotating shift pattern which covers our "out of hours" 24/7 function i.e. night shifts and weekend day shifts.

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 Trustpilot 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.

This is a permanent opportunity with an immediate start date.

Key Responsibilities

- Manage delivery of key aspects of customer service and applicable workflows
- Responsible for out of hours emergency response line
- Confident and articulate with excellent communication skills, both verbal and written
- Work closely with colleagues to contribute to delivery of objectives for Customer Services/Operations
- Deliver excellent customer service to our customers, using appropriate channels and internal systems
- Manage workload effectively ensuring all tasks are completed within timescales and resources are allocated effectively





- Take ownership of customer issues and follow problems through to resolution
- Work collaboratively with other areas across the business
- Ensure all reporting is completed as required

Key Skills and Experience

- Strong experience of supervising/managing and leading a team
- Confident and articulate with excellent communication skills, both verbal and written
- Ability to understand complex issues and develop an understanding of legal and regulatory framework in the water sector
- Ability to work autonomously, and to manage team's work
- Ability to prepare professional documents
- Ability to work in a high pressure, challenging and fast paced environment, working to tight deadlines
- Self-motivated with the ability to manage own workload to achieve results
- Knowledge of Microsoft Office IT systems

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.

