



JOB VACANCY

Out of Hours Team Leader

One of the UK's fastest growing utility suppliers, Castle Water, has an exciting opportunity for an Out of Hours Team Leader 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 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.

This is a permanent opportunity with an immediate start date.

Key Responsibilities

- Day to day management of the team whilst remaining hands on
- Provide leadership which enables professional decision making and effective team working
- Establishes processes to identify, track, escalate, resolve and report customer problems
- Meet business expectations and excel at service delivery through reporting and continuous monitoring of all aspects of the customer service delivery
- Continuously look for development / training areas and improvements for the entire team





Key Skills and Experience

- Previous experience in a leadership role
- Previous experience within a high transactional environment such as utilities, finance
- Excellent verbal and written communication skills to all stakeholder levels
- Must be proactive and dependency-aware and able to show commitments and deadlines are self-managed
- Relationship management and customer engagement skills (both internally and externally)
- An appreciation for things going on around you in what is a professional environment and have the need to react quickly

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.

