



JOB VACANCY

Administration Assistant – Complaints Department (Maternity Cover)

Castle Water has an exciting opportunity for an Administration Assistant in our Complaints Team. Please note, this role will be for a fixed term to cover maternity leave within the department. This represents an excellent opportunity to join one of the fastest growing companies in the utility sector.

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.

Key Responsibilities

- Assisting in daily office needs and managing our complaints department's general administrative activities
- Receive, log, investigate and acknowledge complaints received by Castle Water
- Answer and direct phone calls (not customer-based calls)
- Write and distribute email correspondence with customers and other professionals
- Assist in the preparation of regularly scheduled reports
- Provide general support to the Complaints Team (both Team Leaders and Complaint Handlers)
- Ensure compliance with regulatory obligations

Key Skills and Experience

- Proven experience as an Administrative Assistant or Office Administrative Assistant in a fast-paced environment
- Previous experience in a related environment e.g. water, utilities and/or call centre preferred (but not essential)
- Knowledge of office management systems and procedures
- Working knowledge of office equipment, like printers etc
- Proficiency in MS Office (MS Excel & Word and in particular)

- Excellent time management skills and the ability to prioritise work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational skills with the ability to multi-task

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.