



## JOB VACANCY

### Business Writing Skills Coach

Castle Water has an opportunity for an ad-hoc Business Writing Skills Coach to work with our busy Customer Service/Operations function. The instructor will provide ad hoc one to one business writing coaching to identified individuals within the customer centre/operations function; learning solutions to improve business writing skills across the company; organise remedial coaching sessions as required to upskill business writing skills and engender confidence in business writing skills across the company.

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.

### How to apply

Please contact [Claire.Easy@castlewater.co.uk](mailto:Claire.Easy@castlewater.co.uk) for further information.

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.