



JOB VACANCY

Payments Team Support

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* 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.

The role will work in our busy and developing Payments Team. The key purpose of this role will be to process payment files and direct debits, ensuring that payments are correctly reflected on our customers' accounts.

This is a permanent opportunity with an immediate start date.

Key Responsibilities

- Administration of customer payment cycle (Direct Debits, Cheques, Online & BACS)
- Dealing with customer payment enquiries within agreed SLA
- Preparation of statistics and MI (Management Information)
- Accurate recording and updating of customer records
- Assist with ad hoc project work when required
- Any other relevant and required duties

Key Skills and Experience

- Experience in an admin role – financial and or utilities experience preferred but not essential
- The ability to work accurately with excellent attention to detail
- Competent in liaising with all levels of employees throughout the company
- High competence with MS packages
- High level of literacy and numeracy
- Highly organised, flexible with a positive attitude, ability to work both collaboratively and autonomously

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.