



## JOB VACANCY

### Operations Support - Evening

Castle Water is the leading independent water retailer in the UK, supplying more than 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 maintaining an open-door approach with our regulators.

Our head office is based in Blairgowrie in Northern Perthshire, equidistant between Edinburgh, Glasgow and Aberdeen – a location which provides excellent opportunities for a range of activities, from golf and fishing to mountain biking and skiing. Like the company and the role, it is not your average location. Our office is within easy commuting distance of both Perth and Dundee.

Castle Water has exciting opportunities to work in our newly formed Evening Team in our dynamic Operations team. The roles will encompass back-office processing and would ideally suit someone with financial services or utilities background. We're only looking for the best people to join our tight-knit team and contribute to its success. Strategically important and central to the success of the business, this unique role is varied and offers plenty of opportunity for personal development and achievement.

The hours of work on offer are Monday to Friday 5.00 p.m. to 12.00 mid-night (a 30-hour working week), and the roles are permanent.

### Key Responsibilities

- Opportunity to work with and input into the development of core systems
- Preparation of data and analysis for customers and office staff
- Managing our interfaces and inputs to market systems and data
- Investigating and reporting of transaction issues
- Evaluating and responding to complex queries from relevant stakeholders
- Contributing to wider change/projects/initiatives

## Key Skills and Experience

- Team Player with excellent communication skills (both written and verbal)
- Highly numerate
- Intermediate experience with MS packages
- Detail orientation to ensure accuracy of data
- Problem solving and initiative to resolve issues that may occur
- Good analytical skills to review a variety of data and identify discrepancies or missing information
- Able to work effectively with minimal support

## 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](mailto: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.