



JOB VACANCY

Operational Support Advisors

Castle Water is the leading independent water retailer in the UK, 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 philosophy as a company is to provide all staff, at every level, with ongoing training and development. This can range from Call-Handling and Microsoft Excel, to Business Writing and professional qualifications.

Our head office is based in Blairgowrie in Northern Perthshire, within easy commuting distance of both Dundee and Perth, 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.

We have a need to appoint several Operational Support Advisors. Working across Castle Water's operations, you could be working within one of our Metering, Billing, Payments or Support teams where a high level of numeracy, as well as excellent written and spoken communication are required. Experience of working in a similar working environment would be desirable.

These roles are central to our activities and provide an opportunity to use a range of relevant skills. As our market is relatively newly deregulated, we are looking for candidates who enjoy problem solving and can work on their own initiative.

Key Responsibilities

- Work closely with colleagues to contribute to delivery of objectives and targets for Operations
- Manage workload effectively ensuring all tasks are completed within timescales
- Preparation of statistics and MI (Management Information)
- Accurate recording and updating of customer records
- Take ownership of customer issues and follow problems through to resolution
- Work collaboratively with other areas across the business

Key Skills and Experience

- Experience in a similar admin role –utilities experience preferred but not essential
- Ability to work in a high pressure, challenging and fast paced environment, working to tight deadlines
- Competent in liaising with all levels of employees throughout the company
- Knowledge of Microsoft Office IT systems
- High level of literacy and numeracy
- Highly organised, flexible with a positive attitude, ability to work both collaboratively and autonomously

We offer a competitive salary package, and opportunities for rapid career progression as our business continues to grow.

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.