

*Delivering excellence for our customers,  
our people and our environment*

**Portsmouth  
Water**



## **TEAM LEADER (DEBT AND AFFORDABILITY)**

Salary 22,554 to £25,212

Based in Havant

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We are looking to appoint a Team Leader who will oversee the Debt and Affordability section within Customer Services. The role will require the Team Leader to be able motivate, develop and manage their team in order to deliver a professional first class service. Other areas expected within the role include a positive approach to H&S and when required deputise for the Senior Supervisor.

Supervising a small team, the role will suit someone who has experience in debt recovery procedures and are comfortable communicating with customers in dealing with outstanding payments. The Team Leader will be expected to take ownership of the Debt Recovery process, be self-motivated and have the ability to carry out their duties at all times in line with our values of Excellence, Integrity and Respect. They will be eager to promote best practice and believe in the department's continuous improvement agenda.

The role will suit someone who has experience in dealing with managing staff and comfortable communicating with customers about complex queries and ideally will have a recognised supervisory qualification or able to give a commitment to obtain such a qualification.

Applications should send a CV outlining current salary with 2 referees.

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**Apply to:** Ian Limb, Head of HR, PO Box 8, Havant, Hants PO9 1LG

**E-mail:** [jobs@portsmouthwater.co.uk](mailto:jobs@portsmouthwater.co.uk)

**Closing date:** 17 July 2015

**[www.portsmouthwater.co.uk](http://www.portsmouthwater.co.uk)**