

Developer Services Technical Advisor

SALARY: COMPETITIVE

BASED AT HAVANT

We are looking to appoint a Developer Services Technical Advisor, to work on a permanent basis, at our offices in Havant. You will deliver a professional, high level of customer service through coordination of the design and planning of water mains for new developments and mains diversions, with attention to efficient cost, whilst maintaining safety and quality, in line with the Company's service levels.

Reporting to the Developer Services Engineer, you will be the point of contact for our developer and self-lay provider customers. To be successful in this role you must have excellent written, verbal and IT skills, with the ability to deliver a high level of accuracy and organisation. You will be enthusiastic and self-motivated with the ability to work to demanding deadlines and targets.

Key responsibilities of this customer focused role include:

Processing applications and queries to support the management of applications and onward delivery of schemes and work in accordance with our Service Level Agreements and target customer experience;

Hold effective functional relationships with internal and external customers in the planning and design of water mains for new developments and water mains diversions;

Responsible in ensuring the necessary details, consents and approved drawings are available to enable legal services to produce deeds of grant;

Accountable for the production and ongoing updates of technical guidance;

Reporting of key performance data and Service Level Agreements.

You will need to be passionate about delivering excellent customer service, will have commercial awareness and the drive to promote and implement process improvements. Ideally, you will be educated to degree level or equivalent in an engineering / construction discipline, be confident in using AutoCAD, InfoWorks hydraulic modelling software and have experience of water networks.

You will possess a pro-active approach to Health and Safety, working at all times in line with our values of excellence, respect and integrity.

For an informal discussion please contact Jim Hutchison, Developer Services Engineer, on 023 9224 9304.

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

Ian Limb, Head of HR, PO Box 8, Havant, Hants PO9 1LG

E-mail: jobs@portsmouthwater.co.uk

Closing date: 6 December 2019
