

## Team Leader – Affordability & Debt

We are looking to appoint a Team Leader who will oversee the Affordability & Debt 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.

The role will suit someone who has experience in debt recovery procedures and are comfortable communicating with customers, dealing with outstanding payments, happy to promote our schemes and tariffs and confident in handling challenging situations.

### Key Responsibilities

- Supervising a small team
- Take ownership of the Debt Recovery process, look into new innovative ways to reduce bad debt
- Completing regular reviews with individuals and helping them to achieve their personal development plan
- Undertaking regular audits and quality checks to demonstrate high levels of customer service are delivered at all times
- Support the wider team during busy periods, so the ability to time manage effectively and multi task is desired

### Key Attributes

- Passion for developing individuals
- Recognise and implement changes to develop and improve the recovery of outstanding debt
- Excellent communication skills, both within the business, customers and third parties
- Ability to be positive in the face of adversity and keep team focused
- Strong organisational skills
- Good IT skills and the ability to pay close attention to detail are essential requirements, as this role will involve extensive analysing of data and filtering of spreadsheets
- Positive approach to Health & Safety

The successful applicant will be self-motivated with the ability to carry out their duties at all times in line with our values of Excellence, Integrity and Respect.

The role will suit someone who has experience in Debt Recovery, managing a team 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.

For an informal discussion/more information please contact Kim Rowe on 023 9224 9325.

**Salary £25,356 to £28,347**

**9am to 5pm, Monday to Friday**

**Based in Havant**

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

**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)**

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



We are happy to consider flexible working arrangements. This can include alternative days / hours of work or work location. Please specify any request in your application.

**Closing date: 20 AUGUST 2021**