



Contract Support Planner

We are looking to recruit a Contract Support planner to join our Infrastructure team based in Havant. This is a development role and is a great opportunity to develop skills within the industry or for a more experienced person wanting to further their career.

The successful candidate will support the Contracts Engineer to ensure the smooth running of the infrastructure contract relating to new water mains installation, mains renewals and delivery of the metering programme in West Sussex and Hampshire. The successful candidate will have a proactive attitude to safe working and customer service in line with our core values of 'excellence, respect and integrity'.

Supported by the Contracts Engineer, you will be working with a wide variety of stakeholders including 'Cappagh', local Highways teams and members of the public to help plan and communicate Infra projects. Career development includes support for continued professional and academic development.

Key Responsibilities

- Collect performance and financial data relating to commercial activities and project delivery
- Ensure data is kept up to date and easy obtainable
- Interrogation of company databases (IFS, rapid etc) to highlight trends
- Monitor and maintain Contractor's infrastructure customer complaints, via a variety of channels, telephone, email Twitter, updating and liaising Contract Manager as appropriate.
- Working with the Contractors Street Works team to identify traffic lights, road closures, parking suspensions etc, to be included in customer communications letters.
- Assisting the designer, estimator and planners as required
- Using internal based app, with mail merge functionality to communicate a range of actions via postal and in person delivery, plus customer updates, feedback forms.
- Working with customers to communicate details on road closures and resolve any concerns that arise as a result of customer feedback.
- Maintain accurate records for contract compliance and performance monitoring.
- Assist in the processing of payment applications from the Contractor.
- Check materials requisitions from Contractor and raise purchase orders
- Attend meetings with the Contracts Engineer and other departments as required.
- Produce utility packs so Contractor is aware of core supplier's arrangements and emergency services provision.

Salary £22,920 to £26,244

Based in Havant

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If applying externally please include your CV and salary expectations.

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

E-mail: jobs@portsmouthwater.co.uk

Website: 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.

Continued

Closing date: 30 NOVEMBER 2022



Attributes

Essential

- Ability to work effectively within a strong teamwork culture
- Positive can-do attitude
- Good attention to detail
- Ability to multitask and adapt to changing priorities
- Excellent problem-solving skills
- Ability to influence and communicate effectively
- Enjoy working in a busy team
- Strong organisational Skills
- Full UK driving licence for which you will be required to successfully complete our driver assessment.

Desirable

- Relevant experience covering works administration and support
- Working Knowledge of IFS
- Ability to navigate databases and use Microsoft Office software

For an informal discussion please contact Chris Knight on 023 9224 9220.