

# CUSTOMER SERVICE TEAM LEADER



EXCELLENCE | FUTURE FOCUS | INTEGRITY

Portsmouth Water is a local fresh water supply company based in Havant, Hampshire. We have been supplying our local communities with safe and reliable drinking water for over 150 years whilst providing customers with high levels of customer service and excellent value for money.

We are looking to appoint a Team Leader, reporting directly to the Supervisor in Customer Services. The successful candidate will be required to manage, motivate, and guide a team to deliver exceptional Customer Service, whilst working to create an engaging and supportive environment for the team.

## Responsibilities Include

- Managing the team to deliver exceptional levels of customer service
- Drive staff engagement
- Responsibility for performance management including setting targets and quality assurance
- Recognise and implement changes to develop and improve customer satisfaction
- Complaint Handling
- Deputise for the Supervisor when required

## Key Attributes

- Excellent verbal, written, and non-verbal communication skills
- Organisational and time management skills
- Have a positive can-do attitude
- Takes ownership of a situation
- Positive approach to Health & Safety
- Strong attention to detail

## Requirements

- Positive approach to Health & Safety as well as working at all times in line with our values of Excellence, Future Focus and Integrity.
- Ideally, the successful candidate will have a recognised supervisory qualification or be able to give a commitment to obtain such a qualification.

If successful in your application, you will be joining a forward-thinking team which really places the customer at the centre of everything we do. You will have the opportunity to get involved in wider business activities such as volunteering at community events, being part of internal working groups and raising money for WaterAid. The Team really has the ability to influence our service to customers, suggest and implement improvements and develop personal skills.

For an informal discussion please call Kim Rowe on 023 9224 9325.

**Excellence in water. Always.**

Committed to a sustainable future together

**£26,244 to £29,340 (Grade 4)**

**Cost of living rise pending April 2023**

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

**Based at Havant**

**If applying externally please include your CV and salary expectations.**

**Apply to:**

**Ian Limb, Head of HR, PO Box 8, Havant 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.**

**We actively support equality, diversity and inclusion and encourage applications from all sections of society. The Company has a responsibility to ensure that all employees are eligible to work and live in the UK.**

**CLOSING DATE: 16 MARCH 2023**