

NETWORK FIELD TECHNICIAN TEAM LEADER

We're making a difference: Together, we can ensure that there is enough water for everyone, now and in the future.

We have an opportunity in our Network Department for a Network Field Technician Team Leader. Following a period of training relating to water distribution practice, the role will include responsibilities such as the operation of the distribution network, dealing with customer enquiries, identifying maintenance requirements, and responding to water supply emergencies.

As part of the role, you will be included on the standby rota to cover out of hours emergency operations during evenings/weekends. As this is a team leader role, the post holder will be required to provide guidance and assistance to the other members of the Network Team as well as supporting the Network Supervisors to undertake safety audits, works coordination and assist with the training/development of the team.

With a 'can do' attitude you will also be confident, assertive and self-motivated in dealing with all types of queries in a calm, timely and efficient manner. You'll be working within a great team, outdoors, in all environments, dealing with different challenges every day and providing a vital service to our customers. You should also be able to liaise with other departments and external parties to gather and resolve network and customer issues. The successful candidate will work at all times in line with our values of Excellence, Respect and Future Focus.

Key Responsibilities

- To comply with all policies and procedures relating to Health and Safety
- Delivering excellent customer service when dealing with internal and external customers

Continued on page 2



320,000

Properties supplied
with water



170 Million

Litres of drinking
water per day



21

Natural water
sources



Excellence | Integrity | Future Focus

£32,861 - £36,396

GRADE 5

+ non-contractual bonus related to company performance of up to 6% of basic salary

Hours:

Full-time | Permanent

Holiday:

24 days increasing up to 28 days, plus bank holidays

Pension:

A generous pension scheme in which Portsmouth Water will contribute up to 15%

Life assurance:

The life assurance scheme provides a death in service lump sum benefit of 4 times pensionable salary

CONTINUED

CLOSING DATE: 17 OCTOBER 2023

- Ensure that all network operations are undertaken in an appropriate manner with due consideration and planning.
- That all operations are completed in line with the relevant PW policies/procedures/RAMS
- To monitor, review and report on all key activities within area of responsibility and recommend process improvements to maintain/enhance PW performance to ensure that all internal and external standards, targets and requirements are achieved/exceeded
- To provide leadership, support and regular communication to the other members of the Network Team
- To undertake relevant inspections/audits to ensure team performance and standards are maintained
- To effectively manage personnel performance and discipline in line with company values
- Investigation and reporting of any near miss or actual near miss accidents/incidents
- Encourage compliance with agreed Department KPI's and SLA's



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Skills and Competencies

- Ability to work under pressure, whilst managing varying and potentially conflicting priorities
- Excellent time management
- Confident & strong communicator at all levels
- Ability to network, establish and maintain strong working relationships with internal/external stakeholders
- Detailed understanding of all field activities and operations

Qualifications

Essential:

- Full drivers' licence
- Water Hygiene Card
- NRSWA Operatives Card

Desirable:

- HGV Licence
- Water Industry related qualification
- NRSWA Supervisors Card
- H&S related qualification

What can Portsmouth Water offer you?



Pension Scheme



Flexible Working Opportunities



Professional Development



Employee Assistance Program



Life Assurance



Annual Salary Review



Holiday Entitlement

Excellence in water. Always.

Committed to a sustainable future together

Apply Today

If you have the skills and experience to excel as our Network Field Technician Team Leader, apply today at jobs@portsmouthwater.co.uk

We recognise people want to work in a variety of different ways, this means we are happy to consider flexible working arrangements. Please talk to us at the interview about the flexibility you may want.

We 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.

Due to the high volume of applications received we are unable to respond to unsuccessful candidates. If your application is of interest to us, we will normally contact you within 2 weeks of receiving your application.

Apply Now