

NETWORK FIELD RESOURCES SUPERVISOR

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

We are looking to appoint a Network Field Resources Supervisor in the Network Department reporting directly to the Network Manager. The department is responsible for maintaining water supplies to our customers and key activities including network operations, identifying maintenance requirements, general system improvements to the distribution network and providing advice to our customers. The department has a crucial 'front end' role by ensuring a high level of service performance is delivered to both our external and internal customers.

The role will require the Network Field Resources Supervisor to take a professional, pro-active lead in developing the team of Network Technicians, Network Field Technicians & Meter Technicians ensuring they are motivated, developed to their full potential and crucially deliver our vision of excellence for our customers, our people and our environment.

At times, the role will involve dealing with significant operational incidents both in and outside of working hours which will require liaison with our customers, external agencies, and other Portsmouth Water departments. Therefore, the successful applicant must be able to accommodate a flexible working pattern and demonstrate strong communication and negotiation skills.

As well as having extensive knowledge and experience in water network operation, repair and maintenance delivery, the applicant should have a good understanding of industry and regulatory standards. It is important that those applying for the role are self-motivated, have a positive attitude with a 'can do' approach and the ability to both recognise and deliver best practice.

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320,000

Properties supplied
with water



170 Million

Litres of drinking
water per day



21

Natural water
sources



Excellence | Integrity | Future Focus

£40,276 - £45,034

GRADE 7

+ 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

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CLOSING DATE: 17 NOVEMBER 2023

Key Responsibilities

- Ensure that all network activities and operations are undertaken in an appropriate and timely manner with due consideration, communication and safe execution. That all operations are completed in line with the relevant PW policies/procedures/RAMS
- To review and report on all department key activities and recommend any process improvements to maintain/enhance PW performance
- That all field activities are undertaken with the required customer communications, permits and approvals in place (or in retrospect where applicable) and that all relevant information/data is subsequently returned/processed
- That all department risk and COSH assessments are correct and reviewed in line with PW expectations
- To assist with the effective and timely reactive and proactive customer and interdepartmental communications relating to operational events and incidents
- That face to face customer interactions is undertaken in a consistent and appropriate manner and that customer service excellence is promoted and maintained across all activities.

Skills and Competencies

- Methodical, organised, a strong communicator and excellent time management
- Ability to work under pressure, whilst managing varying and potentially conflicting priorities
- Detailed knowledge of PW systems and processes
- Ability to understand & assess numerical and statistical information
- Ability to network, establish and maintain strong working relationships with internal/external stakeholders
- Detailed understanding of all field activities and operations

Qualifications

- A valid driving licence. You will be required to take a driving assessment.
- A recognised supervisory qualification or will be able to give a commitment to undertake further education to obtain such a qualification as well as undertake an approved development training programme.
- A current street-works ticket (NRSWA) - although training can be provided.
- EUSR hygiene certificate (ideal but not essential).

What can Portsmouth Water offer you?



Pension Scheme



Flexible Working Opportunities



Professional Development



Employee Assistance Program



Life Assurance



Annual Salary Review



Holiday Entitlement



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Apply Today

If you have the skills and experience to excel as our Network Field Resources Supervisor 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.

Excellence in water. Always.
Committed to a sustainable future together

[Apply Now](#)