

SUPPORT AND OPTIMISATION MANAGER

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

We have a fantastic new opportunity for a Support and Optimisation Manager to join our Production Team on a permanent basis. You will be leading the S&O team to provide support to the core team, to help improve and recover sub optimal processes, work practices and asset health. This position will provide offline support to enable a focussed approach to improving the department .

What will you be doing?

- Manage the work of the S&O team, delegating tasks, checking for accuracy and monitoring performance, through effective performance management, giving team members clear direction, support and guidance on their areas of responsibility.
- Conducting regular 1-1's with direct reports, absence reviews and any other associated meetings to support ongoing effective performance management of the team.
- Leads on the Employee Performance Development Review process, identifying training gaps, offering or allocating mentoring and further support as required.
- Ensuring all work is undertaken to a high standard of safety and technical quality by following generic and specific method statements, work procedures, and safety instructions, providing input and feedback on minor non-routine operational activities or other changes, as required.
- Ensure that Health & Safety procedures and processes are followed including the Management of Risk Assessments, Coshh assessments (Control of Substances Hazardous to Health), internal safety inspections and audits and any other Control Measures.
- Ensuring we have adequate documentation detailing best practice processes and procedures.
- Alongside this ensuring treatment works that have been out of service for long periods are returned to service.



320,000

Properties supplied
with water



170 Million

Litres of drinking
water per day



21

Natural water
sources

Continued on page 2

CONTINUED



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£49,973 - £61,807

GRADE 9 - 10

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

Hours:

Full-time | Permanent

Holiday:

27 days increasing up to 31 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

Private Medical Insurance:

Provided by Bupa

CLOSING DATE: 12 JANUARY 2024

- Ensure the delivery of agreed programs of planned work to an agreed timeline, taking appropriate action to address any slippage.
- Ensure sub-optimal Storage and Production assets are improved so that they operate efficiently, to effectively supply the levels of service required by our customers.
- Provide input into operational meetings, reporting requirements and associated projects.

Desirable Qualifications and Experience:

- Industry water operations related qualification for example, CABWI Level 2 or 3 in Water Treatment, and / or some form of relevant level 3 qualification in electrical engineering or equivalent.
- Proven experience and a practical understanding of water treatment processes or water industry exposure.
- Supervisory Qualification Level 3 and / or previous leadership experience and willingness to undertake relevant training to upskill in this area.
- IOSH Managing Safely or equivalent practical understanding and experience.
- A to C grade or Level 4 or above, GCSE English and Maths and ideally a Science based subject.
- Knowledge of Chemical Handling and basic hydraulic principles.
- Experience of working with Human Machine Interface (HMI) / touchscreen devices
- A good understanding of water treatment processes and / or water industry exposure.
- A good understanding on how to use operational telemetry systems.
- Computer and smart phone literate.
- Full UK driving licence (Will be required to undertake our driver assessment).
- Adaptable with good attention to detail.
- Accountable for own actions with a willingness to collaborate with others, whilst developing and sharing knowledge, ideas, and best practice with others.
- Empathetic, Self-Aware, and Comfortable with constructively challenging areas that could be improved.
- Systems based skills, open to learning new technology.
- Passionate about providing an excellent service, to our customer, colleagues and across the Water Industry.

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 Support and Optimisation Manager, 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](#)

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