

NETWORK ADMINISTRATION ADVISOR

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 Administration Advisor to join our team in delivering an excellent operational service to our customers.

The role, reporting to the Network Admin Team Leader, will suit someone with case management experience in a customer focused environment, who is comfortable communicating with customers and confident in handling their queries with a first time resolution approach. The role will involve dealing with and understanding external and internal operational contacts, processing Work Orders through our works management system and case management.

The successful candidate will be assertive, confident and have a passion for delivering excellent customer service to both internal and external customers. They will have a positive energy and the ability to carry out their duties at all times in line with our Company Values of Excellence, Integrity and Future Focus, sustaining our wider team's collaborative relationship.

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
- Providing technical advice on operational requirements



320,000

Properties supplied
with water



170 Million

Litres of drinking
water per day



21

Natural water
sources

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CONTINUED



Excellence | Integrity | Future Focus

£22,757 – £25,670

GRADE 2

+ 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

CLOSING DATE: 25 JANUARY 2024

- Raising and preparing Work Orders containing accurate information for technicians to visit customers properties
- Regular communication with colleagues in the Network Team to help maintain a professional relationship with internal and external customers
- Ensure all Work Orders are prepared in a timely and accurate manner
- Logging all written and telephone contacts correctly and in a timely manner
- Demonstrate and promote collaborative working
- Demonstrate and promote PW Company Values and behaviours
- Work collectively and respectfully as a team with colleagues in the Network Team
- Meet required and agreed performance objectives
- Undertake all Department processes, procedures and standards in accordance with specification and to the very highest level
- Understand and comply with GDPR

Skills and Competencies

- Ability to work under pressure
- Excellent time management
- Confident & strong communicator
- Ability to work as a team and individually as and when required
- Ability to understand & assess numerical and statistical information
- Good knowledge of IT systems and windows applications
- Well organised

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



Excellence | Integrity | Future Focus

Apply Today

If you have the skills and experience to excel as our Network Administration Advisor, 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