

# CONTRACTS SUPPORT ASSISTANT

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

Portsmouth Water is thrilled to announce an exciting opportunity for a Contracts Support Assistant to join our Infrastructure Department!

This pivotal role plays a vital part in fostering strong relationships with our valued customers and developers, while ensuring seamless and successful outcomes throughout various projects. You will be integral to the planning, communication, and design phases of Mains Renewals, Mains Growth, Network Reinforcement, Mains Diversions (RCW) and new services.

## What will you be doing?

### Key Responsibilities

- Using an internal based application to communicate to customers (including adapting plans) regarding our works from initial letters, updates, to feedback, including collation of responses.
- Dealing with enquiries from the public and other stakeholders over the phone and via email and other comms routes on all aspects of the Departments work.
- Assist in the processing of payment applications from our Contractors.
- Coordinate, draft, and assist Contracts Engineer with letters of enquiry or complaint.
- Working collaboratively with all internal and external stakeholders.
- Produce Public Utility "packs" to assist Contractors during works.
- Attend meeting with the Contracts Engineer and other Departments as required.

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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

**£25,670 - £29,393**

**GRADE 3**

**+ 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

**Volunteering:** You'll have the chance to participate in Portsmouth Water volunteering days.

CONTINUED

**CLOSING DATE: 3<sup>RD</sup> APRIL 2024**



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### Key Responsibilities Continued

- Collect performance and financial data relating to commercial activities and project delivery.
- Audits of weekly site and vehicle checks.
- Provide accurate information for accounts as requested.
- Provide timely KPI reports through interrogation of Company database.
- Ensure data is kept up to date and easily available.
- Check materials requisitions, raise purchase orders, and works orders using our internal systems.

### What do you need?

#### Qualifications & Experience

- English GCSE pass level preferred although not essential.
- Good understanding of maths.
- Willing to undertake both internal and external training relevant to the job role.

#### Skills & Behaviours

- Computer literate.
- Previous Customer Service skills would be advantageous.
- Previous experience of Public Utility Company would be advantageous.
- Must have a good positive attitude.
- Must be prepared to work within our Company values.

### What can Portsmouth Water offer you?



Pension Scheme



Flexible Working Opportunities



Professional Development



Employee Assistance Program



Life Assurance



Annual Salary Review



Holiday Entitlement

### Apply Today

If you have the skills and experience to excel as our Contracts Support Assistant, apply today at [jobs@portsmouthwater.co.uk](mailto: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