

NETWORK ADMINISTRATION ASSISTANT

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

Portsmouth Water are delighted to have an opening for a Network Administration Assistant to join our Network department to deliver administrative services to the department's back-office function and help support its operational delivery.

As this role supports a 24-hour water supply operation, there will be occasions when support is required outside normal business hours. Applicants should therefore be able to offer a level of flexibility to support the Network function.

What will you be doing?

Key Responsibilities

- Deliver excellent customer service when dealing with internal and external customers, providing technical advice on operational matters.
- Raise and prepare Work Orders containing accurate information for technicians to visit customers properties.
- Communicate with colleagues in the wider 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.
- Log all written and telephone contacts correctly and in a timely manner on the CRM system.
- Demonstrate and promote collaborative working.
- Demonstrate and promote PW Company Values and behaviours.
- Work collectively and respectfully as a team with colleagues in the department.
- 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 and all policies and procedures relating to Health and Safety.



320,000

Properties supplied
with water



170 Million

Litres of drinking
water per day



21

Natural water
sources



Excellence | Integrity | Future Focus

£27,418 - £31,396

GRADE 3

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

Hours:

Full-time | 38 hours per week

Holiday:

25 days annual leave, plus bank holidays

Pension:

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

Enhanced Family Friendly Leave:

Enhanced Company maternity, adoption, and paternity leave and pay

Life assurance:

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

Employee Assistance Programme & Virtual GP

Services:

Provided by HealthHero

PW Perks: Access discounts at thousands of retailers, plus the Electric Vehicle Scheme (eligible after one year of service), Cycle to Work Scheme, Health Cash Plan, and more!

CONTINUED



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What do you need?

Skills, Qualifications & Competencies

- Methodical & organised.
- Reliable and hardworking.
- Able to work under pressure within a busy office environment.
- Capable of multitasking whilst retaining attention to detail.
- Be able to adapt communication style dependant on the customers needs.
- Ability to learn new skills.
- Excellent time management.
- Confident & strong communicator.
- Expected to work well within a team and individually as and when required.
- Ability to understand & assess numerical and statistical information.
- Sound knowledge of all Business IT systems.

What can Portsmouth Water offer you?



Pension Scheme



Flexible Working Opportunities



Professional Development



Employee Assistance Program



Life Assurance



Annual Salary Review



Holiday Entitlement

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 4 weeks of receiving your application.

Excellence in water. Always.

Committed to a sustainable future together