

Customer Solutions Plus

Out of hours Planner Derby

About Customer Solutions Plus

Customer Solutions Plus is a joint venture between two of the UK's leading utility and infrastructure organisations; Network Plus and Sapphire Utility Solutions.

The joint venture has been established to provide end to end wastewater services for our client, Severn Trent. Customer Solutions Plus are responsible for activities including initial planning and scheduling of work, delivery of actions to assist customers who have a wastewater issue through to preventative maintenance to ensure wastewater issues do not arise in the future.

Our role

As an out of hours planner, you will be responsible for effectively planning and coordinating the work of Customer Solutions Plus through communication with internal and external customers. You will use corporate systems provided by Severn Trent to plan and schedule work including SAP. You will work during the evening and early morning, with a handover at the start and end of the shift.

Location

Raynesway, Derby.

A brand new central customer centre has been established within the Severn Trent regional premises at Raynesway, Derby. The role therefore involves working alongside our client, Severn Trent and working as one team. A shared kitchen / breakout area has been set up with canteen facilities available post COVID-19. The location has an on-site restaurant and coffee shop and good transport links.

Key Responsibilities

- You will respond to requests to deploy emergency wastewater teams which are received out of hours from customers
- You will schedule work orders in accordance with SLA's, whilst optimising travel routes and increasing productivity
- You will provide customer service to both internal and external customers via telephone and webchat as / when required – for example to update customers on the likely arrival time.

- You will maintain timely and accurate input and uploading of information into the works management systems, ensuring that all issues are recorded and escalated
- You will ensure that all the client and operational requirements are met in a professional and efficient manner. Out of hours this may include keeping the client and Customer Solutions Plus Management team informed of any ongoing incidents or events.
- You will ensure the highest level of customer service is achieved to both external and internal customers, providing excellent customer satisfaction
- You will provide a positive and innovative input into the team, through provision of solutions to problems and embracing change
- You will ensure that safety issues are reported in line with Company procedures

Salary and Benefits

Salary: A competitive salary will be offered, along with a full benefits package.

Employer: The role will be allocated to Network Plus in terms of employing entity.

Hours: 40 hour week

Shift basis: 10pm – 7am on a rolling rota including weekends (four on, four off).

Network Plus is proud to be an Equal Opportunity Employer. We celebrate diversity and do not discriminate based on race, religion, colour, nationality, sex, sexual orientation, age, veteran status, disability status, or any other applicable characteristics protected by law.

We understand that privacy and the security of your personal information is extremely important. By applying for this role, you agree to the terms of our privacy