

Customer Solutions Plus

Planning Team Leader - Reactive Works, 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 a Team Leader, you will be responsible for leading a team of planners and schedulers who effectively plan and coordinate the work of Customer Solutions Plus through communication with internal and external customers. You will ensure the team are motivated, follow required processes and use the corporate systems provided by Severn Trent to plan and schedule work including effective use of SAP. As a Team Leader, you will be expected to support your team through coaching, monitor their performance levels and identify any particular needs. Daily and frequent communication is an absolute must.

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 ensure the team undertake effective planning and scheduling of reactive wastewater jobs, coordinating the work from receipt, through to job completion
- You will ensure your team schedule work orders in accordance with SLA's, whilst optimising travel routes and increasing productivity
- You will monitor the provision of excellent customer service by your team to both internal and external customers via telephone and webchat

- You will liaise regularly with fellow Team Leaders as well as Severn Trent; working as 'one-team'.
- Carry out periodic reviews of the quality of planning and scheduling of work to ensure consistency of standards and accuracy of work.
- Provide coaching and on-hand support to planners and schedulers; giving guidance and ensuring that anyone who is struggling receives the support they require.
- Interface with other team members and the client in a professional and efficient manner
- Explore ways to maximise productivity whilst having fun – creating a great working culture
- 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: Competitive salary relevant to experience will be paid along with a full benefits package.

Employer: The role will be allocated to Sapphire Utility Solutions in terms of employing entity.

Hours: 40 hour week

Shift basis: 7am – 4pm or 2pm – 10pm on a rolling rota, including two weekends out of four.

Sapphire Utility Solutions 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 policy.