

# come and work with us



## Customer Service Coordinator

### The Role:

Here within the Anglian Water @one Alliance we are a totally collaborative organisation made up of our seven partner companies (Anglian Water, Balfour Beatty, Barhale, MMB, MWH Treatment, Skanska and SWECO) and our extended supply chain, delivering over half of Anglian Water's capital investment programme.

We are heading into our latest Asset Management Period, known as AMP 7 and this will see us deliver a £1.4bn programme of work over the next five years. Are you ready to join us as we gear up to deliver the most exciting and innovative AMP we have ever seen.

Essential to us meeting and exceeding our wide-range of stakeholder expectations is our Customer team who are looking for a Customer Service Coordinator to join us on an initial 6 month fixed term contract with the prospect of going permanent.

Supporting the successful delivery of the Customer and Community strategy, you'll help drive positive outcomes to help Anglian Water achieve its goal of delighted customers. Join us and make a positive difference to our local communities, making sure they stay great places to live and work

### Key Responsibilities:

- Assess customer risks and opportunities for each project; evaluate the overall community impact and suggest mitigation measures
- Use customer insight to provide proactive and value-added advice to colleagues in the delivery of excellent customer service
- Develop and deliver multi-channel customer engagement plans which deliver desired and tailored communications
- Contribute to the planning, development and effective implementation of a wide range of community projects to give back to the community and promote the work Anglian Water and their partners do across the region
- Oversee customer contact and ensure complaints are resolved with lessons learnt and shared for future queries
- Liaise and network with a wide range of stakeholders, including councillors, highways and businesses

### Person Specification:

To join our Customer team, you'll have excellent verbal and written communication skills as you reach out to a variety of different audiences.

Confident working in a fast-paced environment, you'll manage your own workload and flex where required to meet changing deadlines or circumstances. With substantial experience in a customer facing role, you'll be passionate about delivering the best service possible and be open to adopting new ways of working.

Driven and professional at all times, you'll be able to show empathy and understanding whilst retaining the business objectives in mind.

A degree of flexibility is required in this role to deliver true customer satisfaction and you'd be expected to travel and visit sites across our region 1-2 days per week as required, using

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your own vehicle (mileage paid.) In addition, you'll be required to facilitate customer and/ or stakeholder meetings out of normal hours.

## **Benefits:**

As well as offering a competitive salary, remuneration for this role includes flexible benefits, which provides a range of guaranteed benefits including but not limited to:

- 5% Company pension contribution
- Life Assurance at 2 x notional salary
- Single persons private medical cover
- Permanent Health Cover

In addition you may be eligible for entry into the Company's non-contractual bonus scheme, based upon, among other things, the performance of the employee and of the business unit and/or Company.

## **About Barhale:**

Barhale is one of the largest privately owned civil engineering and infrastructure specialists with 40 years' experience working UK-wide across the water, transport, built environment and energy sectors. Founded by our Chairman, Dennis Curran in 1980, the group was originally set up as a specialist tunnelling contractor. Whilst we retain our tunnelling roots, repeated success in several sectors of the construction industry has enabled us to expand our skill set and become one of the largest privately owned infrastructure specialists in the UK.

## **What we do**

We provide design, construction and maintenance services to the following sectors;

- Water
- Transport
- Energy
- Built Environment

We also possess a range of specialist skills to support our civil engineering and infrastructure activities including

- Tunnelling
- MEICA capabilities
- In-house design
- A steel-fabrication and supply subsidiary (BCS Group)

## **Who we are**

Barhale operate as a tier 1 partner for blue chip, regulated and private clients. We work as part of large frameworks, joint ventures and alliances, as well as on individual projects developing long-standing relationships based on Trust, Integrity and Pride.

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## **Our People**

We employ a direct workforce of over 800 employees nationwide. We recognise that our business is only as good as the people we employ, which is why we value them so highly and invest in regular training and development, utilising our dedicated training facility in Walsall.

## **How to apply:**

Please send your current CV and covering email outlining your suitability for the role to [careers@barhale.co.uk](mailto:careers@barhale.co.uk)

We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender re-assignment, sexual orientation, religion or belief, marriage or civil partnership, age, race or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.