

Network Maintenance Coordinator

Water Services



Salary: £31,449 - £35,949 Plus Car allowance

Location: Carmarthen

Who we are

When you think about it, water is the most basic human need. So what we do at Welsh Water is incredibly important – we give three million customers safe, clean water, take away their dirty water and help to protect our beautiful environment. It's an awesome responsibility, and we have to earn our customers' trust every single day. Being the only not-for-profit company in the utilities sector is certainly a good start. Every single penny we make goes back into looking after their water and environment, rather than going to the pockets of shareholders.

What we do

Getting fresh, clean water to our customers' taps is our most important job and it involves a lot of different people, doing a lot of different roles, pulling together to create one big team – our water department.

We supply 1.4 million homes and businesses with safe, reliable drinking water every day. This involves looking after 91 reservoirs, cleaning 800 million litres of water every day at one of our 65 treatment works and testing 300,000 samples every year to check that our water is of the highest standard. We then pump it through 27,000km of water pipes – that's long enough to stretch to Australia and back – to reach our customers' taps.

What you'll do

The Water Engineering Network Maintenance Contracts team is moving to a new service model where what we do is focused on achieving the right outcome for the customer. A key element of this role will be ensuring the Repair and Maintenance (R&M) and Metering contracts are managed and are compliant, providing expert knowledge to all stakeholders. You will be the first line contact for any daily operational queries/issues. Conducting investigations and root cause analysis to report on lessons learned and best practices. You will manage performance, quality and safety to create a planned environment which supports proactive control in a reactive world

This role reports directly to the Network Maintenance Delivery Manager – South West.

What we offer

We know that if our employees are happy, our customers are happy. That's why we offer a great benefits package. As one of the biggest companies in Wales, our reward and benefits package includes:

- Generous Pension Plan
- 25 days annual leave plus public holidays
- Colleague Reward Scheme (Bonus)
- Childcare Voucher Scheme
- Cycle to Work scheme

Interested?

Please send your CV and cover letter to our Recruitment Team - recruitment@dwrcymru.com by **midday on 31st March**. The Declaration Form, available at www.dwrcymru.com/careers, should also be completed and submitted.

Network Maintenance Coordinator

Reports to: Network Maintenance Delivery Manager

Contract: 12 month Fixed Term Contract

Working hours: 37 Hours Mon - Fri

What you'll be responsible for

1. Be accountable for the compliance of our Contract Partner teams within the conditions of the R&M and Metering Contracts
2. Be responsible for R&M and Metering audits to ensure safety and compliance
3. Liaise with the Commercial Manager in conducting Investigations into poor workmanship rectification jobs. Ensure root cause analysis is completed to provide detail to report on lessons learnt and best practices
4. Be accountable for providing pricing expertise on to various DCWW and stakeholders using mechanisms
5. Be responsible for providing expert knowledge to all stakeholders on the R&M and Metering contracts
6. Be responsible for and ensuring that the "Management of Contractors" procedures are adhered to, including IMS procedures relevant to the Contract Partners
7. Contribute to the management of the budget/cost impact of the R&M and Metering contract to the business

Who you'll be working with

Internal

- Wider Water Engineer Team
- Distribution
- Developer Services
- Health and Safety
- Finance
- Capital Partners
- Retail Business

External

- Contract Partner Organisations
- Highway Authority
- Local Councils
- DCWW Customers

About you

Knowledge, Skills and Experience	Essential	Desirable
Professional qualification/education to degree level or equivalent knowledge and time served within a Technical/Engineering/Utility Environment	💧	
Experience in Water Network repair Maintenance and Metering activities	💧	
Excellent technical knowledge of materials and techniques used for Repair Maintenance and Metering activities is an advantage		💧
Time served, between 3 / 5 years, within this environment would be an advantage		💧
Undertaken Management of Contractors Training		💧
Qualifications/experience in HSEQ practises	💧	
An ability to think strategically but with a strong focus on ensuring day to day water operation operates effectively and efficiently	💧	
Able to deal with internal and external stakeholders in a professional manner promoting a positive image of DCWW at all times	💧	
Knowledge of SAP would be an advantage		💧
Knowledge/experience in Quantity Surveying would be an advantage		💧
Effective communication skills and ability to translate initiatives and directives into actions that are fully understood by the team.	💧	
Excellent communication and influencing skills, at all levels	💧	
Good IT skills are required in Microsoft applications	💧	
Full driving license and ability to travel frequently as per business requirements	💧	

Dwr Cymru Welsh Water is an Equal Opportunities Employer.