



Job Description

Job Title:	Distribution Inspector – Network (WS046) – 12 month FTC/Secondment
Reports to:	Operational Supervisor
Team:	Water Services
Location:	Broomy Hill
Salary Band:	3 (£20,627 - £23,437)

Principal Accountabilities

- Demonstrate a keen willingness to constantly work as part of a team, involving other Customer Services and Leakage Inspectors. Contributing in a course of action to resolve potential or actual Distribution / Leakage issues in order to minimise the level of inconvenience to the customer.
- A High level of Network / Leakage experience with a sound understanding of Microsoft software packages including but not limited to Excel, Word, Access along with the company's internal SAP packages. An understanding of PMAC, LIBRA, LMARs would be advantageous but not essential
- Achieve and maintain the area leakage targets
- React and work alongside all other departments during Silver & Gold incidents.
- Ensure that all GIS updates are submitted to GIS bureau to allow DCWW to maintain high quality information.
- Ensure DCWW leakage targets are met using various techniques to reduce leakage
- To ensure the proper application and compliance with all company health and safety procedures, with the safety of colleagues and customers always in mind.
- As a team member, responsible for effective liaison with, customer service inspectors and mains and services teams during normal work practice and in times of emergency, arriving at network/leakage solutions.
- Making sure the correct details are entered on the various IT systems Responsibility of work carried out on site on a daily basis.
- Ensure correct working practices are adhered to on site in and out of hours
- Conduct Visual inspections.
- Represent DCWW throughout the lifecycle of projects, assisting as necessary the partner through the project development, planning, approvals and statutory processes.
- Carry out any other duties as directed to meet business needs.
- The drive and ambition to provide a first class service to our customers
- Deal with sometimes difficult situations in a friendly and professional manner, whilst striving for a speedy resolution.
- Make recommendations for the improvement of the network.
- Efficiently organise your own time, handling routine work with a minimum of supervision, assessing priorities within your area of work and managing those priorities.
- Willingness to both work alone and as part of a team when required.

- The ability to build and maintain good networks with internal departments, company partners and contractors.
- Ability to work to tight deadlines and in difficult circumstances, whilst still providing an unbiased service to our customers.

Experience, Qualifications and Skills	Assessment Method		
	A	I	T
Ideally ONC or BTEC qualification or equivalent	X		
Good Interpersonal Skills	X	X	
Good knowledge and experience of the water industry	X	X	
Good communication Skills	X	X	
IT Skills and various packages including PMAC LIBRA LMARS GIS	X	X	
Current, full valid driving licence	X	X	

Key:

A – Assessed via application form

I – Assessed at interview

T – Assessed using psychometric / ability test

Key Relationships:

Internal

- Management Team within DCWW
- Local Operational teams
- Customer Services

External

- Members of the Public
- DCWW Customers
- Local government
- Contractors

Competencies	Assessment Method		
	A	I	T
Achievement Motivation - The drive and energy to produce excellent results and to continually find ways of improving relationships, outputs and processes.	X	X	
Commercial Awareness - The understanding of the economics of business. The understanding of the business benefits and commercial realities, from both the organisation's and the customers' perspectives.	X	X	
Communication skills – The drive and ability to exchange appropriate information with relevant people at the right time. The desire and skills to seek first to understand as well as to be understood. To be as open as confidentiality allows.	X	X	
Corporate Representation - The enthusiasm and ability to lead by example and to project a positive and professional image of DCWW with all contacts and stakeholders at all times.	X	X	

Decisiveness - The ability and readiness to make timely, practical and resource effective decisions, and to act on conclusions reached.	X	X	
Environmental & Organisational Awareness - The awareness of economic, environmental, social and political factors, current and changing, likely to affect the job or the organisation. The ability to assess the impact of these factors on the job or the organisation and to overcome challenges and seize opportunities to optimise effectiveness.	X	X	
Initiative - The ability to actively influence events rather than passively accept them. The ability to see opportunities and to act on them, to originate action.	X	X	
Ownership and reliability – The readiness to take responsibility for projects or issues and to be accountable for their timely delivery and quality. The capacity and motivation to fulfil consistently any undertakings made. The habit of never letting people down, or promising what can't be done.	X	X	
Teamwork - The belief in the value of synergy; the drive and ability to work with others to achieve a common goal in an optimally effective way.	X	X	

Application Method:

- If you wish to apply **please complete an Application Form** (which can be obtained on the Vacancies page of the Dwr Cymru Website or the Infozone) to recruitment@dwrcymru.com
- In order to assess a candidate's suitability, Applications should demonstrate evidence in relation to the Experience, Qualifications and Skills and Competencies listed above.

**Dŵr Cymru Welsh Water is an Equal Opportunities Employer
Welsh language skills are desirable for this post**