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#### JOB DESCRIPTION

**Job Title:** **Water Resource Services (WRS) and My Water Footprint (MWF) Coordinator (1.0 FTE)**

**Responsible to:** **Water Efficiency Contract and Performance Manager**

**Responsible for: Customer Engagement Officers who support WRS/MWF**

**Operational Area: Pan London (Affinity Water) and Somerset, Dorset and Wiltshire (Wessex Water) – Water Efficiency Team**

**Location: 1 day a week in the office: Dartford office located at 5 Waterside Court, Galleon Boulevard, Crossways, Dartford, DA2 6NX, 4 days a week Working from Home).**

**Date: February 2025**

**JOB SUMMARY**

The WRS or MWF Coordinator (Team Leader) will be ensure the smooth running of the delivery of the Online Leak Referral Programme and Home Visit Referral Programme on a daily basis. Additionally managing a small support team to assist in processing of both online leak / home visit referrals ensuring a fast and efficient service for all cases.

* Online Leak Referral Program: The Coordinator will oversee the process of assessing and managing online leak submissions. This includes reviewing customer-submitted leak reports, determining if they require repair, and scheduling WRS plumbers for necessary inspections and repairs.
* Home Visit Referral Program: The Coordinator will also manage referrals from WRS Home Visit Advisors, booking appointments for leaks discovered during water efficiency home visits. This includes coordinating with WRS plumbers to address these identified leaks promptly. This will include coordinating with any plumbers in a hybrid role where they can do both advisor and leak repairs in one efficient visit.

**Main Duties:**

1. **Online Leak Submission Management**

* Review and assess online leak submissions to determine necessary actions.
* Work closely with WRS plumbers to ensure all leak assessments and repairs are scheduled and carried out promptly.
* Track and monitor leak referrals through the system, ensuring each case progresses smoothly to resolution.

1. **Appointment Coordination**

* Organise and book appointments for WRS plumbers based on availability and priority of leak cases.
* Collaborate with Home Visit Advisors to coordinate appointments where leaks are discovered during water efficiency home visits.

1. **Team Leadership and Support**

* Supervise a small support team responsible for processing leak referrals and assisting with appointment bookings.
* Provide guidance, training, and support to team members, ensuring high standards of service and accuracy in data entry and customer communication.
* Develop and implement workflow improvements to streamline the referral and appointment booking process, ensuring all plumber’s calendars have appointments and work on a daily basis.

1. **Customer and Internal Communication**

* Serve as the primary point of contact for customer inquiries related to leak submissions and appointment bookings.
* Proactively liaise with various internal teams to ensure efficient and transparent communication between departments.

1. **Data Tracking and Reporting**

* Maintain records of all leak referrals, appointments, and completed repairs.
* Generate regular reports on program progress, including leak resolution rates and customer satisfaction metrics.
* Identify trends in leak submissions and propose strategies for ongoing program improvement.

**KEY AREA: PEOPLE MANAGEMENT**

Provide support and direction to members of staff to ensure they understand their roles so as to facilitate the achievement of the Trusts’ objectives.

Provide proactive performance management of staff via the Trusts’ processes.

**KEY AREA: SAFEGUARDING CHILDREN & ADULTS AT RISK**

Groundwork South is committed to safeguarding a promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

* To adhere to the Safeguarding Policy and Procedures.
* To adhere to the Safer Recruitment Policy & Procedure.
* To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
* To complete any Safeguarding Awareness training as required by Groundwork South
* If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

KEY AREA: CUSTOMER SERVICE

Actively assist with customer service taking a lead in day-to-day operations to ensure that exemplary customer service is delivered with residents, tenants and leaseholders and clients.

**KEY AREA: QUALITY**

Focus on customer satisfaction and deliver a quality service to the agreed standards

**KEY AREA: HEALTH & SAFETY**

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on health and safety. Primary responsibilities are:

* To report all Health & Safety occurrences including potential hazards to line manager
* To comply with Groundwork South Health & Safety Policy and Regulations

ADDITIONAL RESPONSIBILITIES

#### Adhere to all the policies and procedures of the organisation.

* Contribute to the Trust’s work in maintaining existing and achieving future accreditations and standards.
* Commit to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post.
* Any other duties commensurate with the level of the post.

**GROUNDWORK SOUTH VALUES**

All employees of Groundwork South are required to understand and contribute to the organisation’s values. Groundwork South is committed to transforming people’s lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set ofvalues:

* Passion
* Commitment
* Empathy
* Professionalism
* Innovation

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| **Factor** | **Criteria** | **Essential** | **Desirable** |
| **Knowledge** | Knowledge of water resource services or plumbing operations. |  | √ |
| **Experience** | Experience coordinating field service teams or customer service representatives. | √ |  |
|  | Proven track record in a programme coordination or similar role, preferably within a utility or service-oriented industry. | √ |  |
|  | Proven track record of managing staff including proven ability to build, motivate and lead high performing teams |  | √ |
|  | Experience in team leadership or supervisory roles. | √ |  |
| **Skills** | Excellent communication and presentation skills, both written and verbal to be able to communicate with a wide variety of customer groups both internally and externally | √ |  |
|  | Ability to manage workloads and competing priorities in an often deadline orientated environment | √ |  |
|  | Demonstrate a commitment to and understanding of the principles of equal opportunities in both employment and service delivery | √ |  |
|  | Proficiency in data entry and appointment scheduling systems. | √ |  |
| **Abilities** | A proven ability to think creatively, problem-solve and work on own initiative with minimal supervision | √ |  |
|  | Strong team skills and a proactive, supportive way of closely working with colleagues to achieve results | √ |  |
|  | Ability to analyse data and prepare program performance reports. |  | √ |
| **Special Requirements** | Able to work outside normal working hours i.e. occasional evenings and Saturdays.  The Trust has a Time Off In Lieu system in place. | | |

**TERMS AND CONDITIONS**

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| **Salary** | £26,000 per annum |
| **Contract** | Fixed Term 31/03/26 |
| **Hours of work** | Your normal hours of work are 37.5 hour each week excluding a daily lunch break and travel to and from the main place of work. |
| **Place of work** | Hybrid Working (on site at Office Dartford office located at 5 Waterside Court, Galleon Boulevard, Crossways, Dartford, DA2 6NXonce a week for meetings / Remote working from home 4 days per week) you may be required to travel on Groundwork’s business to carry out your duties at other locations as may be required for the proper performance of your duties. |
| **Holidays** | 25 days per annum plus English Bank Holidays. A pro rata entitlement is calculated for part time workers in each holiday year (which runs from the 1st January to 31st December). |
| **Pension** | Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme. Employee contributions are made by salary sacrifice. |
| **Benefits** | The following discretionary benefits are available to staff:  **Health Cash Plan**  A Company sponsored healthcare cash plan, which enables you to claim 100% refund on healthcare bills (subject to the maximum claim levels) including dental, optical, chiropody, specialist consultation fees, physiotherapy and osteopathy. Dependent children are covered free up the age of 24.  **Employee Assistance Programme**  Fully comprehensive EAP which includes mental health helpline and face to face counselling.  **Cycle to Work Scheme**  This salary sacrifice scheme enables employees to apply for a loan of up to £1,000, 0% interest over a period of 12 months to purchase a bike, meaning you can save up to 42% through lower tax and NI contributions. |
| **TOIL** | TOIL – Time Off In Lieu - Although there is no overtime paid by the Trust; the Trust has a Time Off In Lieu system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as requested by your line manager. |
| **References** | Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary. |
| **Proof of Eligibility of right to work in the UK** | Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006. |
| **Training** | Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process. |

#### The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.

#### I have read and agree that this job description and person specification accurately defines the role.

Signed …………………………………………………………………………

Printed ……………………………………………………………………….

Date …………………………………………………**……………………….**