



## Customer Service Co-ordinator

### The Role:

The purpose of this role is to support delivery against the client and @one Alliance Partner needs in relation to customer service experience and performance measures, including the Service Incentive Mechanism (SIM)

Act as the key point of contact between teams in @one Alliance and the Operational Call Centre, Customer Care Team, Digital Customer Service Team and the Media Team

### Key Responsibilities:

Build and maintain accurate records of customer contacts via phone calls, written contacts etc. ensuring all records are kept up to date Check diaries weekly, support with customer communications, initiating letters, newsletters, emails, text messages and phone calls as required. Coordinate Public meetings and events, press releases with project teams and media.

Become a trained driver of the Customer Service Unit Vehicle and take this to schemes and events as and when required

### Key relationships:

Stakeholders, including councillors, highways businesses and Anglian Water Operational Team

### Person Specification:

The successful candidate is likely to meet all of the following criteria:

#### **Essential**

Excellent Oral and written communicator with the ability to work in close partnership with internal teams. Ability to demonstrate drive, dedication and ambition to deliver first class customer experience coupled with the ability to build rapport at all levels. You will need robust organisational skills adept at using Microsoft pages to include word, excel, etc.

#### **Desirable**

Membership of the Institute of Customer Service  
Customer Service qualification

### 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

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- 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 infrastructure specialists in the UK and was originally formed in 1980 as a specialist tunnelling contractor diversifying over the years into various civil engineering areas. Barhale works UK-wide across the water, transport, energy and developer services sectors providing design, construction and maintenance services under long-term contracts, with blue-chip public, regulated and private clients. The company employs over 600 people in the UK, has an annual turnover of £120m and a distinctive set of values that are fundamental to our approach to business sustainability.

Our business activity is carried out for the following principal sectors:

**Water:** Civil Engineering, Tunnelling, Pipelines and Utilities

**Transport:** Rail, Aviation, Waterways, Highways and Bridges

**Energy:** Power Generation, Power Transmission and Distribution, Waste

**Developer Services:** Civil Engineering across private sector developers UK wide

**Specialist Businesses:** Tunnelling, Mechanical and Electrical and Barhale Construction Services (BCS Group)

## How to apply:

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number 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.