



## Customer Service Apprentice

### 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?

Operating with the customer at the heart of all of activities, we are driven towards offering the best water and recycling service across the region whilst ensuring all those potentially impacted by our projects are informed and considered throughout.

To support our customer initiatives over our ramp up, we are looking for a bright and enthusiastic Customer Service Apprentice to join our team.

In this development role you'll learn a variety of administration and customer service skills including data entry, research and communications and put these to good use to support a variety of activities in the organisation whilst studying towards a Level 3 Customer Service Specialist qualification.

### What will you be doing as our new Customer Service Apprentice?

Working with our colleagues across our region, you'll gain an understanding of how to provide first class customer service in the water industry. By working closely with the Customer team and our internal and external stakeholders, you'll be given the exposure to the tools, systems and techniques to develop into a Customer Service Co-coordinator following successful completion of your apprenticeship.

### Key Responsibilities:

- Create and maintain databases to record customer information and dialogue ensuring data is always kept up-to-date and accurate
- Undertake key customer communications through letters, phone and email
- Engage with members of the public at customer drop-in sessions and community events
- Undertake accompanied site visits and engage positively with our teams and members of the public where required
- Undertake research to contribute to case studies to be included on our website and other forms of social media
- Take on general customer service and administration duties as required to meet the needs of the team and the company as a whole
- Be committed to your apprenticeship studies and apply academic learning to real-life customer service situations

# come and work with us



## **Person Specification:**

To join us and develop your skills and delight our customers, you'll have a minimum of three to five GCSE's at grades A-C (or equivalent) including Maths and English to compliment your strong IT skills.

With excellent written and verbal communication, you'll have a true passion in launching a career in customer service/communications and display a proactive and helpful nature to ensure the team provides the best service possible to our wide range of customers.

## **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)

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## **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.

## **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:**

[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.