



Job Description

Job Title: Compliance Technician (Interruptions) – WS101

Reports to: Water Services Compliance Manager

Team: Water Engineering

Location: Nelson

Salary Band: £23,080 - £26,225 (plus 260 PWT)

As a credible member of the Water Engineering Compliance Team, you will:

- Undertake the analysis of interruptions to supply for Distribution and Capital related activities.
- Undertake network analysis using flow and pressure data to determine the duration and properties impacted by interruptions.
- Complete an independent review of corporate systems including Watercore, GIS, PRISM and SAP to identify an accurate position for all data returns relating to interruptions of supply.
- Be enthusiastic, self-motivated, organized and responsible for ensuring CML data is accurate, reliable and complete.
- Possess strong communication skills to deliver performance positions and liaise with key stakeholders across the DCWW business.
- Engage with Distribution to provide feedback and training relating to review improvements.

As a Compliance Technician you will:

- Apply knowledge of operational network activities to evaluate on site actions and timelines.
- Review network activities including isolations, pump issues, rezones, tankering and use of overland mains to determine interruptions and customer minutes saved.
- Review customer contacts relating to no water (INW) and low pressure (PLO).
- Using corporate systems including Watercore, SAP, GIS and Telemetry to identify accurate timelines and property counts.
- Use SAP BI reports to monitor performance and validate that all information entered into SAP is fully compliant.
- Process GSS payments in line with DCWW standards of service and track to ensure payment within agreed time scales.
- Complete area specific weekly CML updates to Distribution areas.
- Carry out other duties as required, to meet business needs.

Experience, Qualifications and Skills	Assessment Method		
	A	I	T
Relevant experience in the water industry	X	X	
Knowledge of interruptions to supply	X	X	
Able to use DCWW systems SAP, GIS , Pmac and telemetry	X	X	
Able to use Office systems – Excel, word etc			
Working knowledge of network hydraulics and operational practices	x	X	
Ability to manage large data sets and maintain data in a retrievable and organised manner for audit	X	X	
Good Communication Skills	X	X	
Educated to GCSE level or equivalent	X		
The ability to develop positive working relationships across the CML team and wider organisation.	X	X	
A team player who understands the importance of ownership and accountability with a good record of working to deadlines.	X	X	
Able to demonstrate the technical ability to ensure DCWW achieves full compliance across reportable data sets	X	X	
Able to work as part of a team and on your own with attention to detail	X	X	

Key:

A – Assessed via application form

I – Assessed at interview

T – Assessed using psychometric / ability test

Relationships

Internal

- Water Services Distribution Teams
- DCWW Compliance Team
- Water Assets
- Capital
- Retail

External

- External Audit teams

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	
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	
Creativity/innovation – The ability to look at issues from a broad perspective, to come up with imaginative solutions, and to identify innovative alternatives to typical, unusual or difficult situations or problems.	X	X	

Critical Thinking - The ability to gather, understand, analyse and interpret information & concepts, verbal or numerical, about people or situations, quickly.	X	X	
Decisiveness - The ability and readiness to make timely, practical and resource effective decisions, and to act on conclusions reached.	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	
Interpersonal Sensitivity - The awareness of other people and the environment and one's own impact on these. The ability to get on with people in different situations and to work with others to achieve mutual goals.	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	

If you wish to apply please complete an application form and return it to
recruitment@dwrcymru.com

Welsh language skills are desirable for this post
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