

WALES & WEST UTILITIES VACANCY	
Job Title	Despatcher
Reports To	Shift Controller
Grade	Grade 3 + 26% Shift Allowance

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Purpose	A key role within WWU the main purpose of which is to receive emergency jobs, log and despatch work to field based engineers. Ensuring all emergency, repair, replacement, maintenance and connection work is issued within standards of services and in a safe and effective manner; ensuring compliance with legislation, policies and procedures. Also to under take data architecture duties and compile and maintain the standby rota.
Key Accountabilities	<p>The post will encompass a range of the following:</p> <ul style="list-style-type: none"> • Despatch all emergency related work received from National Grid ensuring issued & monitored to achieve standards of service. • Maintain an up to date knowledge of appropriate legislation, policies, procedures and standards of service • Work with Operations to ensure that all calls are responded to within the set standards of service, and monitor compliance • Compile and maintain the standby rota for the Network • Support the BCM process for all despatch activities and systems • Ensure that all systems are updated and jobs progressed in a timely manner, according to set procedures • Prepare MI reports • Provide support and guidance to operational staff and managers, and contractors • Conduct investigations into any failures of standards of service • Provide assistance, guidance and support in the preparation and delivery of training material • Work within and promote the philosophy of safe team working and development across all Wales & West Utilities activities to achieve business objectives and continuously improve performance.
Technical Know-How & Skills	<p>Qualifications and Skills Required:</p> <p>- Good computer skills required, able to work under pressure and within tight time scales, attention to detail is critical</p> <p>Technical Competencies:</p> <p>Demonstrable knowledge of relevant legislation, policies and procedures and a clear understanding of the Wales & West Utilities business, in particular, Operations</p> <p>Specific Experience:</p> <p>Preferred experience of despatching work, standby rotas, experience of organising teams to ensure agreed work objectives are achieved within standards of service. Experience of customer service would be an advantage.</p> <p>Other Criteria:</p> <p>Excellent communication, organisational and administrative skills. Good telephone manner essential.</p>