

Job Title	Operations Coordinator
Department	Operations Coordination Team
Reports to	Operations Coordinator Manager
Grade	Grade 3
Purpose & Overview	Develop a plan for all operational teams within a geographical area, ensuring they are efficiently planned to meet guaranteed standards of performance, customer expectations and required operational performance levels as defined by Area Engineering Managers, liaising with Performance Managers, First Line Managers and Programme Controllers to confirm resources and obtain operational expertise.
Key Accountabilities	• Coordination of all mains replacement works including MOB projects • Coordination of all connections activities, diversions and complex works to comply with guaranteed standards GS9 & 10 • Coordination of reinforcement projects (specific and general reinforcement) • Coordination of all disconnections, DR4's and poor pressure works • Proactively manage deferred connections jobs to comply with 270 days contract terms • Ensure operational requirements are achieved, whilst complying with all relevant NRSWA / TMA legislation • Actively manage, review and respond to highway authorities regarding pre planned, in progress and planned works. • Formally book granted traffic management activities such as road closures with Core Highways for Connections work. • Ordering of all non-stock items for connections and other customer driven works • Provide support to the Programme Controller and attend operational planning meetings to ensure the mains replacement programme is delivered to target and maximize operational efficiency • Support the delivery of high profile projects, including making arrangements for Highway Authority and stakeholder engagement and preparation of key communications, such as newsletters, door knocks, drop in events • Produce management information to assist in the tracking and monitoring of projects • Ensure that Planning sheets are maintained and updated, enabling managers and supervisors to monitor lead times and operational performance levels • Liaise with customers and internal stakeholders to ensure that plans are communicated appropriately and in a timely

	manner, which includes following up conversations with written correspondence, i.e. GS13, planning and Gas Act letters • Interface with customers via all mediums in a professional, efficient, friendly manner to ensure that customers needs and expectations are met, which can include liaison with Operational colleagues to secure the necessary resources • Resolve enquiries and complaints from both internal and external parties, providing a written, face to face or telephone response as appropriate • Assist in the delivery of training and mentoring of new staff where appropriate to ensure consistency of approach and compliance with standard processes and procedures • Actively participate in the measurement of departmental/team objectives, to enable performance gaps to be identified and addressed • Provide support to colleagues within the team (outside operational patch) as necessary • Work within and promote the philosophy of safe team working and development across all WWU activities to achieve business objectives and continuously improve performance • Use a range of office systems (CRM, SAP, WWUGLE, Connections On-line portal, Insight, Excel, Outlook) • Stay up to date with relevant documents and work processes to achieve continuous business improvement • Maintain details of work activities, technical manuals, files and associated databases
Technical Know-How & Skills	• Knowledge and experience of relevant WWU processes • Strong working relationships with Operational PMs and FLMs • Expertise in Local Authority Permit applications • Excellent SAP and Microsoft Office skills, in particular Microsoft Excel • Knowledge of appropriate legislation, policy, procedures • Excellent communication skills and organisational skills • A positive attitude and the ability to operate individually and as part of a team • Ability to adapt to unexpected and varied circumstances • We would like you to have a high standard of keyboard skills and a working knowledge of standard Microsoft applications and SAP