



SCAN
TO LEARN
ABOUT US



Introduction to Stormsaver

Welcome to Stormsaver. We are a vibrant, exciting, growing business founded on innovation, quality, honesty and teamwork. Our vision for the future is “A water secure future through water reuse” and as part of our team we want you to understand our vision and aspire to be a part of making it a reality.

It is crucial to us that Stormsaver acts ethically, sustainably and is morally responsible. You should uphold our core values of Making the Difference, Customer Experience, Exceptional Quality & Unrivalled Expertise. We want you to embrace our culture which embodies family values and trust. Follow the guidance of your leaders and trust in the processes set for you. Approach your work confidently and never be afraid to share your ideas or speak up if your personal values feel compromised.

Above all you should honour, respect and work tirelessly to meet our clients needs and build long-lasting, mutually profitable relationships with customers and suppliers. You should ensure we are providing flexible, honest and cutting edge solutions to our industry and strive to create new opportunities and nurture all business relationships.

How will you personally make a difference?

Your responsibility is to promptly convert orders to invoices, delivering on our promises to our clients in terms of delivery times, accuracy and quality. You should achieve technical excellence in all that you do. You should co-ordinate our customers expectations with our own resource to ensure the highest levels of customer service. Your work is crucial to enable the business to realise its income potential so that we can grow and expand our operations.

Your activities will uphold our reputation in our industries and keep water reuse and its benefits at the forefront of the sustainability agenda. Your work is crucial to our goal of water reuse becoming the “norm” in all buildings in the UK and Stormsaver being seen as a leader in water reuse innovation. The success of your work has a direct impact on whether customers will return to us to place future orders.

You will work closely with all departments in the business to ensure we deliver excellence to our customers and that you continuously improve your knowledge of our products and the industry. As part of trusting you with these responsibilities we expect you to be accountable for excellent and timely delivery of your work, to really take ownership of your particular area in the business and to take pride in everything you do.

Key Responsibilities

Project Management

- Co-ordinate and plan engineers diaries to take into account the following;
 - o The clients needs and best possible response times
 - o The urgency of the work required
 - o Minimal possible driving time for engineers
 - o Maximised amount of visits in one working day/ week in the same location or on the way to other locations
 - o Overnight stays
 - o Sensible working hours, ensuring good engineer well being and rest time

Water Reuse Specialists

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- Answer any incoming calls to the operations department in a prompt and polite manner.
- Manage the operations inbox and ensure that all emails are responded to in a timely manner.
- Project manage new orders effectively, from point of order for maintenance contracts, system assessments, site visits and remedial works.
- To co-ordinate projects whilst on site to ensure good time and cost management for company, profit and engineers health and safety.
- Work closely with the commercial project co-ordinator on a daily basis to ensure smooth operations throughout the team and provide cover when needed.
- Liaise closely with the sales estimators, manufacturing team, engineering and finance teams to deliver projects to requirements, on time and to the highest quality, within the quickest practical timescales.
- Book hotels within budget providing the most sensible location to begin work the following day.
- Record hotel costs for the budget.
- Travel arrangements for assistant engineers without transport.
- Book any toll charges and arrange for paid passage where required in cities for the engineers.
- Advance planning for visits, aiming for full diaries at least 4 weeks in advance.
- Order any parts required for arrival in time for engineers stocking their vans for the week ahead.
- Ensure that engineers are fully prepared the week before the visits with any documentation needed, equipment needed and ensure calendar entries are comprehensive and have all information needed.
- Send health and safety paperwork (RAMS) to the client and complete any relevant paperwork or client documentation prior to our visit.
- Co-ordinate deliveries to and from the Stormsaver office, or the clients sites directly, for stock needed for your orders.
- Update and maintain work orders in PSA to ensure the status is current.
- Co-ordinate sub-contractors to carry out work on our behalf, ensuring that they uphold the same high standards that our own employees provide.
- Always do your best for the customer ensuring our high quality standards are reflected in your own work.
- Provide technical help to end users and ensure that you are expert in your field so that your advice can be relied upon.
- Communicate confidently with clients and suppliers via telephone, email, via Teams or in person as required.
- Provide a point of contact for all end user maintenance contacts and FM clients.
- Manage difficult situations professionally and always strive to do the best for the customer as well as for the business.

Skills

You will need to have:

- High level of competency with MS Office, including Word, Excel and Outlook.
- High level of competency using the internet, including emails and mapping websites.
- Technical knowledge (training will be given).
- Ability to think on your feet and be self-motivated.
- Ability to multi-task.
- Ability to work under pressure and problem solve.
- Independence and self-reliance.
- Organised and methodical, with attention to detail.
- Excellent communication skills, both written and verbal with confident telephone manner.
- Be personable, friendly and have excellent listening skills.
- Enthusiastic and hardworking attitude.
- A team player.
- Assertiveness; ability to deal with contractors in a firm but polite manner.

Experience

You will need to have:

- Minimum 1 years' experience of scheduling jobs, visits, deliveries or people.
- Experience using Microsoft Office programs, particularly Outlook.
- Experience using Google maps (or similar) to search locations and create routes with multiple stop points.
- Experience of working with Technical Products.
- Experience of working with CRMs.
- Understanding of health & safety at work.

Whilst not essential, it would be an advantage to:

- Have worked within the construction industry, water industry or similar field.
- Good knowledge of UK Geography.
- Customer service experience.