

GENERAL AD TEMPLATE

Boxes below to be completed by the Resourcing Team only, info to be used when publishing the advert

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| Vacancy Number | TWu4791 |
| Job Title | Digital Customer Service Advisor |
| Salary: £ (including a specific salary leads to more applications) | UPTO £23,000 |
| Hours of work: hours including shift expectations and opportunity for overtime if beneficial to their package | Rotational Shifts between 6.30am to 22.00pm |
| Location: Town with a full postcode attract over double the applications than those with just a town | RG2 6AD Kemble Court, Reading |

About the role:

Compose and communicate on-brand, compliant responses in the appropriate tone of voice to social media enquiries as dictated by the Social Media Playbook.

Protect and enhance the reputation of company when handling social media mentions (direct and indirect) on social media.

Think digital first – reduce our cost to serve by encouraging digital as a channel of choice.

Deliver an excellent customer service and turn brand adversaries to brand advocates through positive messaging.

Contribute to team success, by demonstrating the company values, sharing knowledge and best practice.

Work closely with various internal stakeholders to support our ‘always on’ approach to digital, including the broadcast of event updates to reduce inbound calls, ensuring it is delivering the same message as other channels.

Support the Team Manager and Head of Digital in the delivery of the digital customer .

To be successful you will have the following skills and experience:

To be successful with your application you will have previous customer service experience. It would be advantageous to have written customer service experience.

You will be up-to-date with current trends on Social Media and have a natural ability to spot an opportunity to use a trend to push a brand message.

The ideal candidate will have great communication and interpersonal skills as you will be required to work in a fast-paced environment with a fairly large team alongside various internal stakeholders

Experience of problem-solving abilities in customer-facing environment and good communication, verbal, listening, written and tone are essential.

What's in it for you:

This is an exciting opportunity to work in a unique and high-profile area of the business. You will be directly involved in the development of our company whose service benefits 25 million people in the UK. This particular role will see you challenged and empowered in equal measure.

The base location of this role will be Reading, Berkshire. We are offering a salary of up to £23,000 depending on your level of experience.

Our competitive salary package includes an excellent contributory pension, 24 days holiday per year increasing to 28 with length of service and a wider benefits scheme. This includes an annual pay review, season ticket loans, voucher scheme giving you money off in major retail outlets, loyalty awards for continuous service plus much more, including our referral scheme, where you can receive £750 for helping someone get a permanent position within the company.

We're also proud to be here for our local community, offering everyone two days paid volunteer leave a year, as well as proudly supporting a lot of local events and charities.

Click here to find out more about [working at Thames Water](#)

About us:

Thames Water is the UK's largest water and wastewater company. We make a daily difference to millions of customers by supplying 2.7 billion litres of world-class water to around 10 million homes.

As our world changes, the need to take care of our most precious resource is greater than ever, both locally and globally. That's why, at Thames Water, every one of our actions, big and small, matters every day. Water is essential to daily life, and that means our business is always open. We're passionate about providing world-class tap water, now and for the future.

We're also turning waste into power, self-generating 20% of the energy we use and, in turn, doing our bit for the planet. We're reducing plastic waste by celebrating our tap water and rolling out an ambitious water fountain project. We're using our voice to lobby for change and partnering with WaterAid to provide clean water to the world's poorest communities.

Together, we're building a better future for our customers, our region and our planet.

Thames Water is a unique, rewarding and diverse place to work. If you join our team, you'll enjoy fast-tracked career opportunities, flexible working arrangements and unparalleled benefits. We're also proud to be an equal opportunity employer, Stonewall Diversity Champion and Disability Confident Leader, welcoming individuals from all walks of life and leading the way with an award-winning mental health and wellbeing strategy.