HWM Global | Innovations that keep critical resources flowing.

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Job Title: CI Co-Ordinator

Reports to: Head of Customer Excellence
Department: Customer Excellence
Location: On-site 5 days per week HQ, Cwmbran, Wales.

Company Information:

At HWM we design and manufacture monitoring and telemetry equipment for water, wastewater and gas networks, together with telemetry AMR and facilities optimisation products.
Our primary focus for over 30 years has been monitoring the clean water distribution system, however in the last few years we have expanded into new sectors which include gas, water and electricity meter consumption, gas network monitoring and sewer monitoring. Our solutions have had a significant impact in helping our customers save time, effort, natural resources, energy, carbon, and cost.
HWM-Water Ltd is a Private Limited Company and wholly owned subsidiary of Halma Plc, a UK based business listed on the London Stock Exchange and a constituent of the FTSE 100 Index.
Each of the 50+ international companies owned by Halma is dedicated to the development, manufacture and marketing of products that are used to protect lives, or improve the quality of life, for individuals and businesses worldwide.

Role Overview:

The Continuous Improvement role reports directly to the Head of Customer Excellence and supports the delivery of effective, customer-focused processes across the CX function.
The role is responsible for owning day-to-day continuous improvement activity, working closely with Customer Service and Customer Operations teams to understand current ways of working, identify opportunities for improvement, and help implement practical changes.

Main Tasks:

Continuous Improvement & Process Optimisation

- Find and improve ways of working across (CX).
- Keep processes and documentation clear, up to date, and easy to follow.
- Use data and feedback to suggest and make improvements that benefit customers and the business.

Project Co-ordinator

- Lead improvement work from idea through to delivery.
- Work with different teams to put better ways of working in place and check they are effective.
- Act as a central point of contact for improvement activity, ensuring actions, decisions, and outcomes are clearly documented and communicated

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Operational Support

- Step in to support day-to-day CX activities (such as customer service, customer operations admin, and renewal billing) when needed.
- Stay familiar with daily processes so support can be provided smoothly during busy periods or absences.

Collaboration

- Work closely with Customer Service and Customer Operations Supervisors to spot improvement opportunities.
- Make sure improvements support what frontline teams need day to day.

Stakeholder Engagement

- Work closely with the Head of Customer Excellence to ensure work supports overall goals.
- Share updates clearly, including progress, results, and recommendations.

All employees have a legal duty to take reasonable care for the health & safety of themselves and others who may be affected by their acts or omissions at work, and to observe and follow the relevant systems, rules, and methods of working.

Person Specification:

- Clear and confident communicator, able to work well with others.
- Organised and reliable, with the ability to keep on top of tasks and deadlines.
- Comfortable handling more than one task at a time in a busy environment.
- Customer-focused, with a genuine interest in making things work better.
- Proactive and willing to suggest improvements rather than just follow processes.

Qualifications/Training:

- Experience working in a customer service or customer operations role.
- Some experience supporting projects or taking part in process improvements or changes to ways of working.
- Strong administrative skills with good attention to detail.
- Confident using Microsoft Office (especially Word, Excel, and Outlook).
- Comfortable following and updating written processes and documentation.
- Able to look at problems, ask questions, and suggest practical solutions.

The responsibilities outlined above are not comprehensive, and you may be required to undertake additional duties as your role evolves in accordance with the Company's business objectives.