

JOB TITLE:	Water Operations Analyst
REPORTING TO:	Scheduling Team Leader
DIRECT REPORTS:	None
JOB LOCATION:	Cardiff
JOB PURPOSE:	To support in the monitoring and analysis of Water & Wastewater Operational performance.

Responsibilities

- Identify data gaps and look at new and innovative ways that IWNL can capture operational performance data.
- Assist with providing Operational performance data to support the ongoing operations of our Water & Wastewater networks.
- Assist with Managing the Auditing of IWNL Assets and supporting Fire Hydrant processes.
- Act as the escalation point to liaise with developers / customers and contractors.
- Analysing Operational needs and requirements. Identify areas for improvement to enhance productivity.
- Working with the Asset Management and Adoption teams to provide network information relating to maintenance or replacement of existing assets e.g. Water meters, flushing, sewer cleansing, pumping station maintenance.
- Provide additional operational cover when required.
- Use the corporate GIS system to record and analyse operational performance.
- To undertake other reasonable duties required by the company.

Person Specification

Criteria	Essential	Desirable
EXPERIENCE/ KNOWLEDGE	Experience in developing and maintaining relationships at all levels with external and internal customers	Knowledge of GIS or similar applications Knowledge of current safety procedures, business relationships, processes, and practices.
ABILITIES/SKILLS	Competent in all Microsoft Office programmes or equivalent Ability to read site plans and maps Attention to detail Positive and proactive attitude	

	Ability to deliver high customer service standards	
EMPLOYEE LEVEL	Team Member (non-managerial)	