

**Job Title:** Customer Liaison Officer – Clean Water Framework

**Company:** Cappagh Contractors

**Location:** Havant

**Reports to:** Customer Services Manager

**Role Overview:**

As a Customer Liaison Officer at Cappagh Contractors, you will play a pivotal role in supporting the successful delivery of our clean water projects. You will serve as the principal communication link between project teams, clients, local communities, and individual customers, ensuring transparency, understanding, and customer satisfaction throughout all project phases.

**Key Responsibilities:**

Act as the primary point of contact for customers impacted by clean water network works and projects, managing queries, feedback, and complaints promptly and professionally.

Proactively communicate project information, including timescales, scope of works, and any potential disruptions, using a variety of channels such as letters, door-to-door visits, meetings, and digital communications.

Liaise closely with project managers, operational site teams, and external stakeholders to coordinate responses and implement solutions that address customer needs.

Support the distribution and management of customer notifications, surveys, and educational materials relating to water conservation and project impact.

Attend community meetings and site visits to represent Cappagh Contractors and provide clear, accurate information to members of the public.

Track and document all customer interactions and feedback, preparing regular reports and insights for internal and client review.

Assist with the design and delivery of improvement initiatives that enhance the customer experience and reduce complaints.

Ensure all interactions comply with health, safety, and environmental policies as well as regulations regarding clean water supply.

Support Cappagh's reputation for service excellence, positively representing the company at all times.

**Experience & Skills:**

Previous experience in a customer-facing, liaison, or community engagement role; experience in the utilities or construction sector is advantageous.

Excellent interpersonal, communication, and active listening skills.

Problem-solving mindset, with an ability to resolve challenging situations diplomatically.

Strong organisational skills, able to manage multiple priorities effectively.

IT literate, comfortable using MS Office and customer management systems.

Understanding of clean water frameworks, water industry regulations, or construction site practices is desirable.

**Qualifications:**

Minimum GCSEs (or equivalent) in English and Maths.

Further education or relevant customer service/community engagement qualifications beneficial.

**About Cappagh Contractors:**

Cappagh Contractors is a respected civil engineering company specialising in utilities and water sector projects. We offer opportunities for career progression, ongoing training, and a commitment to quality, safety, and customer service.

Working for Cappagh you will be the frontline of our business, embodying our “can do” attitude at every step of the way.

To apply email CV and cover letter to [recruitmentsouth@cappagh.co.uk](mailto:recruitmentsouth@cappagh.co.uk) – Reference PWCLO