



## James Brown

### Delivery Manager

I had always planned to go into Engineering when I left school. During my teens I was always taking things apart and making things so it seemed the obvious choice.

I applied for a number of apprenticeships including Fords and Thames Water. I opted to take the apprenticeship at Thames Water as I was impressed by what I had seen at the recruitment centre. I started out by completing a year full time at college followed on by 3 years of day release. I was very fortunate to be in the position where I was being paid to learn.

I started out on the clean water transmission team which covered a wide area. Every day was different; I worked with Mechanical, Electrical and Control technicians and learned lots of new skills as well as continuing on my day release at college to gain formal qualifications.

During my apprenticeship I excelled at the Instrumentation, Control and Automation (ICA) side of things and qualified as an ICA technician. From here I progressed to Clean Water production as an ICA Technician, learning more processes and additional skills.

I then moved on to the Waste Water side of the business. Again I had the privilege to work with and learn from some great people. Wherever I have worked I have had the good fortune to work within a great team environment where everyone helps each other out. I reached a point where I wanted to progress to a more senior position and gain some management experience. I opted to leave Thames Water at this point and moved to a technical manager role in the food manufacturing industry. I spent 2 years learning the ropes and gaining some valuable experience as a manager. I was then looking for my next challenge and I had always kept an eye out in Thames to see what opportunities were available.

I then re-joined Thames in a technical manager position where I quickly became involved in a number of great projects working for both Operations and Maintenance including, bio diesel plants, site upgrades and power management systems. Thames supported my development throughout this period. I have been on a number of management development programs and gained further qualifications including the highly regarded NEBOSH which shows how we are dedicated to improving health and safety within our business.

I progressed to be the Maintenance Delivery Manager covering the North Waste Water region of Thames with a team of 6 managers and a further 46 technicians. This role was very diverse covering a large geographical area and working closely with a number of departments across Thames. Every day was different and every day offered new challenges.

I have always had an interest in green energy which is why I then moved on to East London where I became the Delivery Manager for the Sludge Powered Generators and the Thermal Hydrolysis Plants which is a process driven environment generating green energy from waste.

I have now been with Thames for a combined 11 years and have seen many changes within the business; the business is ever changing to meet its customer's needs. These changes create great opportunities for development and progression of which I plan to be part of.



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