



Angie Padbury

Team Manager, Ops Contact Centre

“Team Manager”

Meet our family

I joined the business in 2012 as a customer service agent in the Operations Contact Centre. As first point of contact to our customers experiencing problems, you quickly learn to appreciate the impact that loss of water supply has. Imagine, turning on your tap and nothing coming out! That’s no drinking water, no shower, washing machines stuck mid cycle, unable to flush your loo, simple everyday things we all take for granted.

6 months later I joined the Ops Priority Desk, case managing our customers with complex problems such as sewer collapses, liaising with our partners in the field for daily tankering until everything was in place to resolve the issue; sometimes not a short process. My 12 months with the team gave me invaluable networking opportunities and really broadened my knowledge, giving me an insight to the challenges we sometimes face to get the job done.

Both of these positions equipped me well for my current role within the Management Team in the OCC. As a Team Manager, I support up to 12 agents, coaching, driving customer satisfaction, developing their knowledge of the business for their own Thames Water journeys.



Thames Water



@thameswaterjobs

What is the best thing about your job at Thames Water?

First impressions matter and as primary point of contact here in the OCC we have the invaluable opportunity to deliver great customer service and give our customer's confidence and reassurance that we will deliver. I'm passionate and proud to be part of such a great team.

Interesting Fact

As a "retired" overseas holiday rep I have been lucky enough to work in Kavos (Corfu), Magalluf (Majorca) and Puerto Del Carmen (Lanzarote) and I've some interesting stories to tell!!! The travel bug has never left me and so far on this year's list is New York, Benidorm, Krakow and Budapest. But there's always enough space for at least one or two more.....