

CAREER PATH

opportunities at phs...



Washrooms Service Technician

Your role as a Washroom Service Technician is really important, but we know that some colleagues want to progress, or to do something different – and there are a number of opportunities for you to progress within phs Group.

You could transfer to another role as a driver in our Clinical Healthcare or Floorcare businesses – or you could apply for our HGV Driver training programme and become a qualified HGV Driver working in our waste business. Our HGV drivers don't have to work nights and weekends, and sleep in laybys!



In our Operations Centres, you could take a role as an Ops Co-Ordinator or apply for a promotion to Service Manager, and become part of the support team that look after other Washroom Service Technicians like yourself.

You could become a Technical Installer, installing all the equipment you typically service day to day for new and existing customers.

You could learn new skills and become a Portable Appliance Tester within our Compliance division, which involves travelling to customers premises testing their electrical products and ensuring they are safe and compliant.



Customer Services Advisor

Customer Service is at the heart of our team in Caerphilly. There are lots of different avenues to develop within our Customer Service team including quality auditing, managing calls and queries from some of our Major and Key Account customers, and becoming a Team Leader.

There are also opportunities in other teams based in Caerphilly if you have a particular business area you are interested in, including

- Customer Relations
- Marketing
- Finance
- Transport and Scheduling
- I.T services
- Human Resources
- Sales support



Telesales Account Manager

As Telesales Account Manager (TAM) you could progress your career by taking a role as a New Business Consultant, focussed on finding new customers, or you could become a Senior TAM, then a Team Leader.

There are also opportunities to move into our Field Sales Team as a Field Account Manager, requiring you to protect and grow the accounts under your care. This then opens the door to becoming a Business Development Consultant (BDC), where you'll test your face-to-face abilities in winning new business in small and medium customers.

Once you're excelling at that, the next step would be with Major Customers New Business as a Business Development Executive (BDE), required to develop and navigate medium to long-term strategic sales plan to win new business across multiple industries in your territory.