

100 jobs boost for Swansea with Welsh Government support

The company is creating the new roles in order to meet its commitment to answering 90 per cent of its customers' calls in the UK by spring 2017.

The new recruits will work at BT Tower in Swansea where an additional floor will be refurbished and refitted to accommodate the new business that could have been housed at other BT centres in the UK which have available capacity. BT already employs around 500 people at BT Tower in Swansea.

The move is backed by business finance from the Welsh Government to support the capital investment and new jobs and helped ensure the expansion went ahead in Swansea.

Economy Secretary Ken Skates said:

"BT's importance to the Welsh economy is reflected in its anchor company status. It has a significant presence in Wales employing more than 3,890 people here and spends around £284m with suppliers in Wales every year.

"BT has already created a significant number of new jobs across Wales recently and I am delighted to support this significant expansion that will now go ahead in Swansea. It builds on their highly successful existing operation in the city and will create a range of new jobs and employment opportunities."

Alwen Williams, regional director for BT Cymru Wales, said "We are completely changing the way we serve our customers in order to boost our service levels."

"We are going to answer 90 per cent of our customers' calls in the UK by Spring 2017, and that means we need to take on great people to fill these extra roles.

"BT is already a major employer in Swansea and these new roles reflect our commitment to the city and the skills and quality of our workforce.

"We're also rolling-out our new ultrafast broadband technology in Swansea that will see the city enjoying some of the very fastest fibre broadband speeds available in the UK."

Successful applicants will be answering calls and helping customers from across the UK, providing them with technical and billing advice and top class

customer service.

The company has added around 500 UK and Ireland contact centre roles in BT Consumer, with around 900 to be filled by April 2017

Details of the new roles and how to apply can be found at <http://btcareers.manpower.co.uk/> (external link). The interview process will include online tests, assessment centres and interviews so the best possible candidates can be matched to the roles.

A recent employee satisfaction survey showed the Swansea centre had the distinction of being the BT Consumer site with the most engaged workforce in Wales and the South West England region.