

Your Workplace

A WEEKLY LOOK AT WHAT MAKES WIGAN TICK



● Lowri Beck, Swan Meadow Road, Wigan



● Jamie-Lea Colgan, customer service agent

Lowri Beck

LOWRI Beck has proved it is the fastest growing business in Wigan and has even won a Wigan Business Award to prove it.

The company was set up in 1996 as an independent meter reading business offering meter reading and data services.

Over the past year, it has expanded to become a meter operator – maintaining, installing and fixing meters and has more than 600 employees.

There are three offices in Wigan – the call centre in West King Street; the operations centre in Swan Meadow, and the IT and admin/call centre in King Street.

Jon Turner, 32, Standish, is the business accounts manager.

He said: "I liaise between the suppliers and the sales, making sure everything is as it should be."

"If you work hard you get the benefits and there is great job satisfaction."

Grant Qualey, 24, from Wigan, is the business operations manager and joined the company in January last year as a business analyst. He said: "I work on meter operations. I ensure the smooth running of the meter operations depart-

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Jamie-Lea Colgan, 19, from Ashton, has been a customer service agent for three months.

She said: "We take queries and questions from N-Power regarding jobs that have been booked and what information is received from the jobs."

"I also receive the emergency calls from people who are off-supply and we ring for someone to go out and change the meter for customers."

Michelle Lowe, 30, from West-houghton, joined Lowri Beck three weeks ago as a business analyst for corporate affairs.

She said: "I make sure that the Lowri Beck message is communicated to external customers and to our employees."

"I like the variation. It's good to be involved in a company that's developing."

Linda Hill, 30, from Wigan, is the call centre manager. She said: "It's quite diverse and there's always something different going on."



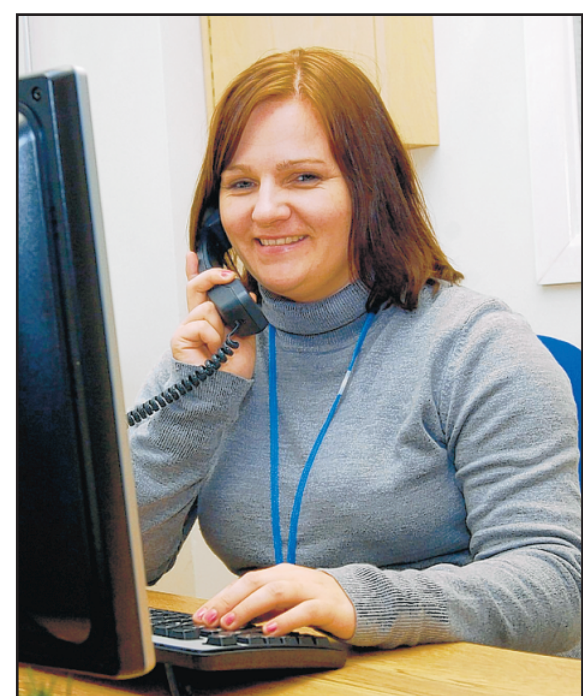
● Linda Hill, call centre manager



● Jon Turner, business customer accounts manager



● Grant Qualey, business operations manager



● Michelle Lowe, business analyst