

Media Release

Serco embarks on significant expansion programme for leading UK retailer

6 March 2013

Serco, the international service company, has confirmed the launch of a recruitment drive for around 150 new members of staff to be based at its state-of-the-art contact centre facility in Amberley Street, Sheffield.

Serco first started operating in Sheffield two years ago and has continued the development of this dedicated centre of excellence, successfully broadening the services delivered from the site. This latest expansion will take the total number of employees to over 700 and the number of customer contacts they handle each year to over seven million.

"We're keen to speak with anyone who has the experience, ambition, maturity and drive to help us meet and exceed our objectives and targets for our clients," explains Cheryl Jones, Serco's Head of Resourcing for the Sheffield centre. "This is a great opportunity for motivated people with excellent communications skills to work in a vibrant and progressive work environment right in the heart of the city and join us in delivering cutting edge services for our retail clients. We are delighted that we will be offering a number of permanent part-time roles which we hope will be of interest to working parents and students in the city."

The Amberley Street site enjoys a host of first class facilities for its employees, including a swimming pool and gym. The centre is situated close to Meadow Hall Shopping Centre, with great links to public transport and extensive on-site parking.

Recruitment starts today and more information on the new roles with Serco in Sheffield can be obtained from Rachael Bishop on 07718 194489 or 07718 135606 or email at rachael.bishop@serco.com

Ends

For more information, please contact:

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About Serco

Serco is an international service company, which combines commercial know-how with a deep public service ethos.

Around the world, we improve essential services by managing people, processes, technology and assets more effectively. We advise policy makers, design innovative solutions, integrate systems and - most of all - deliver to the public.

Serco supports governments, agencies and companies who seek a trusted partner with a solid track record of providing assured service excellence. Our people offer operational, management and consulting expertise in the aviation, BPO, defence, education, environmental services, facilities management, health, home affairs, information and communications technology, knowledge services, local government, science and nuclear, transport, welfare to work and the commercial sectors.

More information can be found at www.serco.com