



Name: Parminder Tank

Age: 27

Job Role: Process Support Officer, Gas Distribution, Operations

What does your job involve?

I am responsible for working with the on-site supervisors to ensure that we have everything in place to make sure that our jobs are done safely, on budget and with the customer in mind. This involves dealing with customer complaints, meeting customers on site, planning our resources as efficiently as possible and making sure that we are compliant with our on-site inspections.

We have recently set up a new partnership with different companies and I have been involved with the mobilisation of this partnership to ensure we are ready to go in terms of systems, processes, business continuity etc.

How long have you been working at National Grid?

Two years

What inspired you to study engineering?

I didn't study engineering but I can explain why I applied for an engineering role:

I very much enjoyed my placement with the Operations team and felt that it would be an area of the business that I would like to return to for a permanent position.

Before applying for a permanent position I arranged to spend some time with an FCO (First Call Operative) within Operations, visiting gas escapes. I experienced first-hand what it is like to attend a gas escape and be responsible for the safety of yourself and others. Every visit was different and brought interesting challenges. The FCOs I met were dedicated to doing a good job and were great to be around - they made me feel comfortable immediately. This was very useful for me in deciding to take a role in Operations.

Detail your career path so far

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I joined National Grid on the Graduate programme and undertook various placements around the business. Two of these placements were in Gas Distribution: one with the operational support team in Hinckley and the other with Operations' central strategy team in Warwick. I also undertook a placement with an HR Business Partner focusing on our Global Procurement function.

Would you encourage others to consider an engineering career?

Definitely! Everyday brings something new! If you are like me and enjoy a fun environment, constant challenge and being in charge of your own time then engineering at National Grid is for you. I love being able to physically see the results of my work - it provides a sense of great achievement.

How would you sum up your job in three words?

Different every day!