

Job Description

Job Title: Chief Engineer

Location: Abingdon, Head Office

Department: Technology

Position Reports To: Technology Director

Company Overview

Gigaclear is a fast growing, game changing builder and provider of pure fibre broadband services to residential customers and businesses in England. We have an ambition to make a significant difference to the broadband landscape in rural England and improve our customers lives through the provision of world class broadband services.

Gigaclear currently employs over 300 people and has in excess of 20,000 customers. The role sits within the Technology function which also incorporates Development, Infrastructure, Systems and IT Engineering functions.

Purpose of the job

The Chief Engineer will have full end to end responsibility across all Engineer Standards within Gigaclear and have responsibility for owning Innovation, improving the speed of build whilst reducing costs. You will enable Gigaclear's Operational teams and drive towards repeatable consistency across each region within the Gigaclear Build Programme. A critical and key role, key to Gigaclear's future success.

Key Accountabilities & Responsibilities

- Establishing standard, repeatable and consistent methods for all aspects of network construction and test, and maintaining these methods
- Maintaining contractor-facing, internal, and public documentation to clearly communicate Gigaclear's standards, methods, and end products
- Establishing standards for as-built capture, including collaboration with Development to establish any required tools for capture and analysis of as-built data or integration into business processes
- Establishment of a quality control capability that can support and facilitate spot checks of equipment, products (such as fibre cable) and installed network segments to improve accountability of contractors or suppliers and provide feedback into standards
- Engagement with standards bodies, regulatory organisations, and trade organisations to represent the business, maintain awareness of the state of the art, and to protect the company's commercial interests

- Management of training and knowledge transfer to internal teams and external contractors to enable the outputs of the Chief Engineer's Office to be adopted by the business
- Customer Facing, acting as a key Subject Matter Expert across a multitude of areas
- Driving Innovation, bringing teams (both internal and external) together, facilitating and guiding
- Leader of a small but skilled team

Knowledge & Skills

- Experienced solutions finder, able to interpret and simplify complex technical and operational engineering challenges within the telecommunications / fibre area
- Excellent collaborator, bringing together several internal and external teams
- Well proven project / programme management experience
- Demonstratable process & continual improvement methodology
- Ability to work across several diverse areas
- Excellent communication and presentation skills
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Our Values

- We are effective and passionate in what we do
- We are speedy and responsive to colleagues and customers
- We are clear and open with all
- We deliver a transformational experience
- We are in a shared endeavour and will succeed together

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.