

Job description

Job Title: Network Access Coordinator

Location: Office based – Northamp. Region

Department: Network Access

Position Reports To: Programme Manager

Salary: Up to £27,000 per annum

Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field Gigaclear currently has over 280 employees and is pursuing ambitious growth plans.

Purpose of the job

The Network Access Coordinator will schedule and prioritize the Network Access Agreements required in line with the Planning, Build and Delivery Teams' schedules. Working closely with the Network Access Officer(s) or the delivery of major telecommunications FTTP projects. This role requires commitment, flexibility and accuracy to meet high quality standards.

Key Accountability & Responsibilities

- Prioritise and track Network Access Agreements with the Planning, Build and Delivery teams.
- Coordinate and schedule the sequencing of Network Access Agreements with the administration team.
- Review the detailed design carrying out relevant due diligence to eliminate agreements that are not required
- Work with administrators to produce and send out appropriate Network Access Agreements required and record appropriately on the Network Access Database in line with Standard Operating Procedures
- Maintain accurate records of all interaction with landowners Agents and internal departments by updating the Network Access Database
- Carry out land registry searches to establish land ownership and to be incorporated within the Network Access Agreement
- Communicate with landowners, agents, solicitors and other team members regarding all Network Access matters
- Deal with day to day queries and incoming calls from a variety of sources and log on the Network Access Database
- Carry out land searches including adopted highway searches and Magic Map reviews
- Coordinate, manage and prioritize the instructions sent to third party suppliers, maintaining relevant records in line with Standard Operating Procedures

- Support the team with data analysis and weekly reporting using the Network Access Database and Excel trackers to provide KPIs to the team
- Maintain reports including pivot tables to report wayleave KPIs to the wider business
- Maintain processes for administrators within the team and ensure Standard Operating Procedures are followed to maintain consistency with the wider business
- Line Management of supporting administrator team

Knowledge & Skills

- High attention to detail with the ability to meet deadlines
- Critical thinking and problem solving, ability to use initiative
- Excellent organisation, communication and telephone skills
- Previous experience with data analysis and Excel functionality
- Management or Coordination experience of small teams

Qualifications & Accreditations

GCSE Qualifications or equivalent with excellent verbal, written and numerical skills.

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand

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.

Gigaclear is not currently engaging with any external recruitment agencies or suppliers for this role. Gigaclear has a preferred supplier list of Agencies / Suppliers with whom T&Cs have been agreed and Gigaclear will only accept CVs from these suppliers for roles we have formally requested they work – this request will come from a member of the HR team. Any speculative CVs submitted without this request will be deemed property of Gigaclear and may be engaged with directly without Gigaclear being liable for any “introduction fee”.