

Job description

Job Title: Project Coordinator (Disconnects)

Location: Head Office, Abingdon

Department: Delivery - Disconnects

Position Reports To: Snr Project Coordinator

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.

Purpose of the job

The Project Coordinator (Disconnects) is responsible for delivery coordination of Gigaclear's Network Acceptance and Service Provision activities, including identification and timely resolution of FTTH network build issues prior to customer installation on Gigaclear Network. The role will keep all relevant parties updated on the progress of network build issues resolution.

Key Accountability & Responsibilities

- Liaising and coordinating with Disconnects/RFSI Delivery team to create and issue programmes of works for Contractors
- The creation and issuing of detailed job packs
- Ordering and maintaining required stock levels
- Liaising and coordinating activities with Noticing/Permit teams
- Work with Wayleaves team to identify and resolve Wayleave agreements/Issues
- Purchase Order Management
- Assist with any queries regarding the status of Disconnect/RFSI issues from within the Business
- The tracking of project deliverables
- The creation and maintenance of reports
- The management of cases on an asset management system
- Being responsible for driving SLA's and KPI's internally within the Business and with external Contractors
- Contribute to lesson learned

Knowledge & Skills

- Previous experience working as a Project Coordinator within a Telecoms Network Infrastructure company
- Understanding of Permits and Noticing is desirable
- Understanding of Project Processes and Project Flow

- Purchase Order management
- Project management and build management knowledge
- Understanding of fibre-based telecommunications is desirable – FTTH, FTTx

Qualifications & Accreditations:

- Prince2 is desirable, but not mandatory
- NRSWA is desirable, but not mandatory

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.