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| **Job Title** | Civils Coordinator |
| **Reports To** | Resource & Reporting Manager |
| **Key Internal Interfaces** | Customer Services Team; Network Designers; Technical Support; Project Managers; Product Manager; Account Managers; Pre-Sales Technical Support Manager. |
| **Key External Interfaces** | ITS Suppliers; ITS Contractors; Sales Partners |

**Main Purpose of Role**

The Civils Coordinator role carries responsibility for ensuring the smooth delivery of Civil Engineering activities in a timely and costs effective manner to deliver an excellent customer experience. Having the customer at the heart of what we do, you will develop effective relationships with suppliers to meet challenging time scales and be pragmatic enough to steer through complex issues to ensure circuits are handed over in a timely fashion. As a team member, you will continually look to always facilitate improvements and efficiencies with the customer experience in mind. You will also keep customers and partners fully updated with order progress, with close attention to delivery timelines and highlighting issues that may jeopardise delivery. This role will suit candidates who wish to pursue a career in the telecommunications industry with a leading company driving fibre delivered products and services to partners and businesses across the UK.

**Main Duties and Responsibilities**

* Manage a workstack of connection installs that are currently awaiting civils
* Manage Network extensions which require Civils / PIA amendments
* Manage the contractor to ensure process is followed and PIA compliant including chasing SPO evidence
* Drive customer connections whilst awaiting civils and contractor to find work arounds i.e., civils avoidance or re routes
* Manage costs
* Data tracking
* Updating the customer and partners with progress
* Proactive with permit checking – Street Manager
* Identify and manage risks & issues to minimise the impact to customers
* Work as part of a team to maintain a positive environment, building strong relationships across the business

**Other Duties and Responsibilities**

* Act in accordance with our values and behaviours
* Take active responsibility for your own career development and performance
* Ensure your conduct is within our policies.

**Qualifications & Training**

**Desirable:**

* Customer service training

**Experience & Knowledge**

**Essential:**

* Microsoft Office application skills

**Desirable:**

* Knowledge of GPON telecoms networks
* Experience working in a customer service environment
* PIA experience
* Civils admin experience

**Skills/Abilities & Relevant Competencies**

**Essential**

* Analysis, organisation, and planning skills
* Excellent communication skills (written and verbal)
* Self-motivated and driven to meet service objectives and targets
* Enthusiastic and highly motivated with an eye for detail
* Able to liaise and interact effectively with management, technical teams, and customers
* Flexible approach and able to manage varying workload
* Team Player

**Desirable**

* Experience of using GIS systems
* Experience of Street Manager portal