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| **Job Title** | Field Connections Coordinator (Mission control ) |
| **Reports To** | **Mission control lead** |
| **Key Internal Interfaces** | Customer Services Team; Network Designers; Technical Support; Project Managers; Product Manager; Account Managers; Pre-Sales Technical Support Manager. |
| **Key External Interfaces** |  |

**Main Purpose of Role**

**Connections Coordinator** to manage and support daily operational activities for customer connections. This role plays a key part in ensuring smooth communication between contractors, customers, and internal departments while maintaining quality and compliance. This role operates as a key part of the Mission Control team — the 'save-the-day' function within the customer connections delivery process. We're responsible for ensuring that all customer connections and surveys are completed accurately, efficiently, and on schedule. Acting as the first line of support, we handle daily queries and resolve issues raised by field engineers and customers to keep projects on track and minimise downtime. 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 daily workstack of connections
* Manage the contractor to ensure connections and surveys are completed to standards
* Daily driving of on the day connections and surveys
* Conduct pre-checks on scheduled connections for the previous, current, and upcoming weeks to ensure readiness and address any potential issues in advance.
* Daily tracking of connections and survey updates
* Updating the customer and partners with progress on orders
* Supporting the customer coords with partner updates
* Working through the ITS WIP to get orders moving
* 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
* Customer phone etiquette
* Previous telecoms industry experience
* Understanding reports and as- builts
* BT PIA knowledge
* Basic knowledge of an end to end install process

**Desirable:**

* Knowledge of GPON telecoms networks
* Experience working in a customer service environment
* Civils admin experience
* Basic knowledge of cabling , splicing and civils

**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
* Strong communication and organisational skills.
* A proactive, problem-solving mindset with attention to detail.
* Ability to work well under pressure in a fast-paced environment.
* Customer-focused with excellent phone and email etiquette.
* Team player with a collaborative attitude and willingness to learn.