



Job Title:	Design Coordinator Team Leader
Department:	Design
Reporting to:	Head of Design
Location:	Daresbury
Management Responsibility:	On Net Design Coordinator team

About ITS

We exist to ensure the UK has the best full fibre networks, to provide the best gigabit capable connectivity to UK businesses through our growing partner community. This enables opportunity, progress, exploration, creativity, innovation, and commerce. Rapidly advancing technology means there's never been a more exciting time; for you, for business, and for the future.

Role Headlines

The On-Net Team Leader leads the Design Coordination team, ensuring customer orders are validated, coordinated, and progressed accurately within agreed SLAs. The role is responsible for team performance, quality assurance, workload management, and delivering consistent customer experience from order intake through to handover.

Key Responsibilities

Team Leadership & Performance

- Lead, coach, and develop the Design Coordination team, setting clear objectives and performance expectations.
- Drive accountability, collaboration, and consistent ways of working across the team.
- Monitor performance, identify risks, capacity constraints, and improvement opportunities, and implement corrective actions where required.

Order Intake, Validation, & Management

- Oversee the validation of customer orders, ensuring completeness, accuracy, and technical feasibility.
- Manage the regional order book, balancing priorities, capacity, delivery risks, and SLA commitments.
- Proactively identify and escalate issues impacting delivery, providing clear recovery plans and stakeholder communication.

Survey Management

- Oversee survey scheduling and progression, ensuring customers receive accurate and timely updates.
- Drive improvements to reduce cancellations, failed visits, and repeat surveys.
- Monitor survey performance and resolve issues affecting delivery commitments.

Customer & Stakeholder Management

- Ensure Salesforce and operational systems maintain accurate and up-to-date order information.
- Build effective relationships with internal teams, customers, partners, and contractors.
- Take ownership of escalated issues and drive resolution to prevent recurring problems.

About You

An organised and detail-oriented operational leader with strong people management skills, a customer-focused mindset, and the ability to balance service delivery, quality, and performance. You are confident using data to make decisions, managing stakeholders, and leading teams through change and operational challenges.

Experience & Skills

- Experience leading teams within operational, delivery, or customer-focused environments.
- Strong understanding of telecoms/on-net service delivery and provisioning processes.
- Experience managing performance against KPIs and SLAs.
- Strong planning, problem-solving, and escalation management skills.
- Excellent communication and stakeholder management capabilities.
- Ability to interpret technical information and manage competing priorities effectively.