

## Job Description

**Job Title: Field Service Officer**

**Location: Home/ Field based**

**Department: Installations & Maintenance**

**Position Reports To: Installations Manager**

### 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

Reporting to the Installations Manager. This is a field-based role, customer facing position, and may require travelling throughout the region to perform quality and safety audits at residential and business properties and network assets on Gigaclear network.

As a Field Service Officer you will manage installation quality compliance and provide top customer service, whilst resolving installation related issues.

### Key Accountability & Responsibilities

- Responsible for installation quality audit pass rate in the region
- Visually audit installations of Broadband services in residential and business premises on Gigaclear network to ensure it meets all technical and operational quality standards
- Coach and train contractor and own crews on appropriate installation methods to ensure that the quality is maintained
- Carry out Gigaclear accreditation assessments.
- Conduct site safety checks to ensure all contractor and own staff signing and guarding and traffic management in general is appropriate and as per NRSWA spec
- Participate in monthly performance review meetings with contractors
- Interview Gigaclear customers to ensure that all installation standards are adhered to
- Visually audit service provision work in Gigaclear Network Exchange Cabinets to ensure it meets all technical and operational quality standards
- Ensure all civils work is as per all relevant HAUC standards
- Manage customer escalations and complaints in the region

## **Knowledge & Skills**

- Fundamental knowledge of telecoms networks and fibre optic networks in particular
- Good knowledge of fibre optic termination, installation and testing equipment
- Knowledge of general Health and Safety rules
- Strong understanding of reviewing Method Statements and Risk Assessments
- Good knowledge in excavation and reinstatement
- Monitoring signing, lighting and guarding
- Knowledge of HAUC legislation
- Document control of Inspection Reports

## **Qualifications & Accreditations**

- Qualifications in a technical discipline preferred
- NRSWA qualified
- Full UK driving licence

## **Our Values**

- We are effective and passionate in what we do
- We are speedy and responsive to colleagues and customers
- We are clear and open with all
- We deliver a transformational experience
- We are in a shared endeavour and will succeed together

*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.*