

Job Description

Job Title: Pre-Installation Manager

Location: Home/ Field Based

Department: Installations & Maintenance

Position Reports To: Head of Installations & Maintenance

Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field Gigaclear currently has over 250 employees and is pursuing ambitious growth plans.

Purpose of the job

Reporting to Head of Installations and Maintenance, the Pre- Installation Manager is responsible for Gigaclear Network Acceptance and Service Provision activities, including identification and timely resolution of FTTH network build issues prior to customer installation on Gigaclear Network.

Key Accountability & Responsibilities

- Recruit and develop a successful Pre- Installation function
- Develop a quality plan, processes, policies and standards covering Pre- Installation activities
- Continuously develop key field techniques to improve effectiveness of delivery
- Forge an effective engagement environment with Field Service Suppliers to maximise performance
- Managing Network Acceptance process and ensuring that all the accepted newly built networks meet the Installation requirements
- Accredited Network Build Supervisors
- Managing Service Provision activity, delivered by Field Service Suppliers
- Ensure As-Built reports are produced
- On-Site Delivery Management of FTTH network fixes and civils works
- Produce operational reports detailing issues found, performance and costs
- Engage with Finance to establish accurate activity based costing and future budgeting models
- Assess ongoing methods deployed by field staff and establish overall improvement plan

Knowledge & Skills

- Good understanding of fibre-based telecommunications and network build standards, specifications and methods – FTTH, FTTx. FTTH delivery experience.
- Effective leadership experience
- Strong background in Civils digs

- Change requests management
- Experienced with FTTH fault finding and repair techniques including remote diagnostics
- Previous experience of creating and implementing effective KPI's and reporting schemes
- Experience with forecasting activity and resource levels
- Ability to improve Health and Safety procedures, risk assessments and method statements to manage a safe operation
- Financially astute and able to quantify and manage overall costs, cost per install and repair, with the ability to develop cost improvement initiatives

Qualifications & Accreditations

NRSWA qualified and a Prince 2 Practitioner is desirable.

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.