

Job description

Job Title: Administrator / Coordinator – Maternity Cover

Location: Daventry

Department: Delivery

Position Reports To: Operational Performance Manager

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 circa 500 employees and is pursuing ambitious growth plans.

Purpose of the job

Reporting to the Operational Performance Manager, the Administrator will be responsible for a variety of tasks to support our newly created and growing direct labour workforce and Installation Engineering team.

Key Accountability & Responsibilities

- Working with internal and external stakeholders to ensure delivery of installations are on time, safely and compliantly
- Build relationships with Installation Engineering team
- Job allocation and case management of works to Installation team
- Handle and resolve any day to day enquiries from the field engineers and other internal departments
- Capacity Planning of Installation team
- Update and maintain internal and external CRM / Database systems

Knowledge & Skills

- This would suit someone who is looking for a role in a growing business, working in a busy environment, where multi-tasking comes second nature and attention to detail is paramount. The right candidate must be highly organised with the ability to prioritise workload and should also be able to liaise and deal with people at all levels, both internally and externally.
- PC literate – previous Salesforce experience ideal or general Database / CRM systems
- Previous experience in an administrative, coordinator or scheduling type role in a fast-paced working environment – eg Utilities / Gas / Electric
- Comfortable working to and meeting deadlines

- Critical thinking and problem solving, ability to use initiative
- Knowledge of Fibre and installations in a FTTP network desirable
- Previous experience of Openreach PIA processes highly desirable

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand

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.