

Dispatch Coordinator

Business function:	Network Build	Closing date: TBC
Reports to:	Build Programme Manager	
Location:	Near Maidstone, Kent	Start: TBC
Salary:	£18k- £20k per annum depending on experience	
Terms:	Permanent full time. Flexible working considered.	

TRULY FIBRE, TRULY FAST

We're expanding our team as we transform broadband in Kent and beyond. If you'd like to join us on our exciting journey, we'd love to hear from you. We are building our own fibre optic networks to homes and businesses using Fibre to the Premises (FTTP) technology – this means we can offer our customers the highest speed and highest quality broadband services in the country – guaranteed! The Trooli networks are modern, future-proof and fit for the digital age.

THE ROLE

We're a small company with a very exciting future. The dispatch coordinator is responsible for supporting the projects team in their successful delivery of network build projects. They will be required to work collaboratively with contractors, deployment managers and the build programme manager and will support the planners and build teams. This is a dynamic opportunity within a rapidly growing company.

Responsibilities

- To dispatch work to our contractors at the right time, helping to keep the project on track
- Managing and monitoring approval requests for civil works
- To support the projects team by seeking authorisation and planning approvals from our external service providers
- Managing outstanding work by prioritising civil work queue's
- Identifying and following up missing or flawed information to support the plan
- Job Dispatch, civil coordination and continual service improvements
- Maintain efficient communication with the project team to the status of all works and requests related to civils work
- Gathering and processing information from multiple sources, collate and communicate in a logical and appropriate way to varying audiences
- To work with accuracy and speed to analyse and share information in an articulate, timely and simple manner

- Desire to learn new skills within planning processes, and subsequently adhere to and role model great process practices

Your experience

You will have at least 1 years' experience in both an administrator and coordinator role. A basic understanding of the telecoms or Internet services industry will be advantageous, but most importantly a willingness to learn and grasp new concepts quickly will be essential. You will be able to describe your ability to work collaboratively with different audiences and have a desire to learn new skills. You will have had experience of being able to remain resilient in challenging situations and be able to articulate how you can work effectively under pressure.

Your skills and personal attributes

- Excellent communication skills: ability to communicate the right level of information clearly to the right people at the right time – inside and outside our organisation.
- Stakeholder management: managing and influencing people within our organisation and working positively with external contractors.
- Able to interpret maps and plans
- Self-motivated organiser with excellent time management skills.
- Flexibility and adaptability to the changing requirements within a fast-growing organisation.
- Quick to pick up new systems and processes.
- Thorough in all working practices, processes and approach.
- Confidence with Microsoft office particularly excel (essential) and access (beneficial).
- High level of numeracy.

Your personal benefits

- 25 days paid holiday, plus bank holidays
- Pension
- Free parking
- Uniform and equipment provided
- Friendly working environment

Our values

- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** Invest in each individual.
- **Continual improvement:** Work smarter, not harder.



- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** We do what we do well.