

# PROJECT SUPPORT COORDINATOR

<b>Business function:</b>	Network Build
<b>Reports to:</b>	Build Programme Manager
<b>Location:</b>	Near Maidstone, Kent
<b>Salary:</b>	£20k-£22k per annum depending on experience
<b>Terms:</b>	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 project support coordinator is responsible for supporting the projects team in their delivery of network build projects. They will be required to work collaboratively with deployment managers and build programme managers and will be supported by our network build team and planners. This is a dynamic opportunity within a rapidly growing company.

## Responsibilities

- To support the Build Delivery Managers and Programme Manager throughout project lifecycle
- Familiar with Ms Project, and experience in Project coordinating
- Being integral in maintaining and owning the relationship and regular communication with field team and contractors
- Acting as a point of contact for incoming project correspondence, monitoring the progress of assigned projects, including equipment levels and field reports.
- Prepare project schedule and manage deadlines/changes
- Assisting in the definition of project scope and objectives
- Maintain efficient communication within project team relating to status of all works and requests.
- Assist the deployment managers and build programme manager in continual development of the overall programme plans and processes.
- Support with the administration of planning and tracking the training and certification requirements of the network build team.

## Your experience

You will have at least 1 years' experience in an administrator & 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.
- 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).
- Interest in learning mapping and GIS systems.
- High level of numeracy.

## 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.