

JOIN THE ULTRAFAST LANE...

Project Support Administrator

Business Function:	Network Build
Reports to:	Civils Contract Manager
Location:	Kings Hill, Kent
Salary:	Competitive
Terms:	Permanent, Full time – Flexible working considered

A BIT ABOUT US

Here at Trooli, we're on a mission to banish buffering, vanish video call embarrassment and clear up those "up to" speed claims that give broadband a bad name.

How? By providing our **new, guaranteed, ultrafast, full fibre broadband speeds** to as many communities as possible across Kent, East Sussex and beyond.

We've already got the great network, now we need more **great people** to take us even further.

Think you can help? Here's why you should get in touch ...

- **We're passionate about growth**
We've come a long way in 2 years, from nothing to 50,000+ premises passed, 10 staff to over 100 and are now one of the most respected altnets in the industry – and that's just the start. But it's not just our network, we're passionate about ensuring our employees grow with us too.
- **We're passionate about our people**
At the heart of our culture is a belief that a company should be much more than politics and processes. That doesn't mean these don't exist, but it does mean that our people are the most important part of our business, that life here is that bit more fun and our high staff retention rates are something we're rightly proud of.
- **We're passionate about our customers** – wouldn't it be nice for a broadband network to be independent of Openreach and have complete control of where it builds and the experience our customers receive? Well, that's exactly what Trooli is and with an Excellent Trustpilot rating from our customers, it's clear we're doing something right!

Still interested? Read on...

THE ROLE

Our network is the most important part of our business – without it we simply don't have ultrafast broadband to sell... this role is a crucial part of our planning and build teams where you'll be responsible for helping our teams complete our new network areas. Want to feel the pride of knowing you've helped unlock ultrafast broadband for thousands of desperate customers? Here's what we're looking for...

THE DAY JOB

- To support the projects team by seeking authorisation and planning approvals from our external service providers
- Managing and monitoring approval requests for civil works
- Updating database and self-serving data to produce detailed maps
- Identifying and following up missing or flawed information.
- Gather and process information from multiple sources, to collate and communicate in logical and appropriate manner 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.
- Maintain efficient communication within project team relating to status of all works and requests

WE'D LIKE TO SPEAK TO YOU IF...

You will have at least 1 years' experience in an administrator 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.

WE'LL LOVE YOU IF...

- Excellent communication skills: ability to communicate the right level of information clearly to the right people at the right time – inside and outside our organization
- Stakeholder management: managing and influencing people within our organisation and working positively with external contractors
- Working knowledge Google Earth, Paint and photoshop
- Interest in learning mapping and GIS systems.
- 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).
- Permitting and traffic management knowledge (beneficial)

AND IN RETURN, YOU'LL GET...

- 25 days paid holiday, plus bank holidays
- Generous life insurance policy
- Company sick pay after qualifying period
- Pension
- Career progression
- Free parking
- Friendly working environment
- Company laptop
- Employee referral scheme
- Cycle to work scheme
- COVID secure and risk assessed employer

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.

If you think you are the person we are looking for, please send your CV to alicerose.pitchley@trooli.com prior to the closing date