

JOIN THE ULTRAFAST LANE...

Service Delivery Manager

Business Function:	Network Build
Reports to:	Build Director
Location:	Bracknell
Salary:	Competitive
Terms:	Permanent, Full Time

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

We're a small company with a very exciting future. The Build Programme Manager is responsible for delivering a cluster of network build projects consisting of up to 6 towns or villages running concurrently. The Service Delivery Manager has direct responsibility for delivering projects on time and to the highest quality by leading a small team of Build Project Managers. The role is supported by our central Programme Management Office. This is a dynamic opportunity within a rapidly growing company.

THE DAY JOB

- Ownership of the area-specific project plan for a new region which will ramp up over time to 6 project areas running concurrently: managing the project stakeholders, project scope, project risk, time, cost and quality.
- Day-to-day management of the Build Project Managers to deliver projects on time and to budget, and to the technical specifications.
- Manage variances within agreed time and cost tolerances and escalate issues and raise change control requests where required.
- Guide, evaluate and seek to improve the performance of the installation teams through the ongoing development of the Build Project Managers.
- Provide status updates to the PMO and Regional Build Director
- Assist the PMO in continual development of the overall programme plans and processes.
- Monitor quality and safe working practices.
- Mediate problems encountered by team members and escalate to the Regional Build Director where necessary.
- Oversee training and certification requirements.
- Management of risk register
- Collaborate with other areas of the business to develop the support and resources required for swift and effective delivery of THP target
- Lead and develop Build Project Managers
- Delivery of finished networks to the highest quality to a tight timeline..

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

You will have at least 3 years' experience in project management and service delivery. A broad-based understanding of the telecoms industry is important; a willingness to learn and grasp new concepts quickly will be essential. You will be able to demonstrate how you have delivered projects successfully in a challenging environment, using your initiative and problem-solving skills to manage project risk.

Ideally you will have a recognised industry qualification such as PMI-PMP, PMI-CAPM, or PRINCE II.

WE'LL LOVE YOU IF...

- Natural ability to see and follow the critical path.
- 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.
- An assertive leader with a proven track record of having willing followers.
- Self-motivated organiser with excellent time management skills.
- Flexibility and adaptability to the changing requirements within a fast-growing organisation.
- Confidence with Microsoft Office, particularly Excel.
- Ability to interpret plans in various formats.
- High level of numeracy.
- Ability to anticipate problems and re-plan to avoid them.
- Familiarity with GIS systems and an aptitude for grasping new IT solutions

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 hr@trooli.com prior to the closing date