

JOIN THE ULTRAFAST LANE...

Civils Contract Manager

Business Function:	
Reports to:	Central Operations Director
Location:	Kings Hill
Salary:	Up to £40,000
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. This opening provides an exceptional opportunity for an experienced and dynamic Civils Contracts Manager. We require you to provide instruction and leadership to the Civils team and to continually identify and implement improvements to ensure that business objectives and outcomes are in harmony with Trooli's strategic goals. You will be required to work collaboratively across all departments. The most suitable candidates for this will have previously been responsible for end to end process for carrying out civils, including administrative processes.

THE DAY JOB

- To develop processes to support continuous improvement and efficiencies
- To monitor standards of workmanship taking the relevant action
- To take responsibility for statutory notices and wayleaves
- Responsible for sourcing and onboarding Civils Subcontractors and monitoring their performance
- To drive the continuous improvement of blockage clearance timeline
- Manage Streetworks inspections and defects in a timely manner
- Ensure KPI's are hit, based on; project area deadlines, quality and technical standards.
- Work with key stakeholders and other teams to achieve the best possible outcomes for the company and your department, prioritising and delegating for maximum efficiency
- Supervise and carry out field surveys

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

- Excellent leadership & communication skills
- A proven ability to motivate teams
- Expert level technical skills to shape and manage complex administrative support processes.
- Understanding of Fibre and civil networks
- MS Office knowledge
- Working knowledge of Street Manager (was ETON) and permitting process

WE'LL LOVE YOU IF...

- An exceptional communicator who can build relationships with ease and displays expert level written and verbal communication skills
- Ability to multi-task and prioritise across a range of conflicting interests, dealing with rapidly evolving priorities effectively
- Exemplary attention to detail, capable of taking in large amounts of information accurately whilst remaining highly, analytical and numerate
- Extensive experience of managing stakeholders and engaging multi-market teams, at senior management level
- Able to demonstrate strong commercial acumen and business understanding
- Ability to collaborate with vendors and employees
- Actively seeks opportunities to keep up to date with all new developments in the broadband space
- A proactive attitude and willingness to adapt to the requirements of a fast-growing organisation with the ability to influence at all work levels
- Role models personal integrity which has proven to inspire and gain commitment from a loyal team

AND IN RETURN, YOU'LL GET...

- Life Insurance
- Sick Pay after a qualifying period
- Pro-rata holiday and bank holidays
- Pension
- Free Parking
- Friendly working environment
- Company laptop
- Employee referral scheme
- Employee discount
- 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 careers@trooli.com prior to the closing date