

# JOIN THE ULTRAFAST LANE...

## Field Operations Team Leader

<b>Business Function:</b>	Operations
<b>Reports to:</b>	Field Operations Manager
<b>Location:</b>	Bracknell, Reading
<b>Salary:</b>	Up to £35,000 depending on experience
<b>Terms:</b>	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

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Some companies would define the job as installing broadband to our new customers whilst helping to run the day to day operation. We think that downplays it a bit.... You'll be one of the key faces of our business, the 1<sup>st</sup> person our new customers see as you make their dream of ultrafast broadband a reality, the person they remember and as much of a reason why they'll give us 5 stars as the ultrafast broadband you're installing. You will also co-ordinate activities for our Installation team such as co-ordinating jobs efficiently and coaching the team so that they can deliver the best service. Here's what we're looking for...

## THE DAY JOB

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- First point of call for the installation's team for day-to-day enquiries
- Work closely with the Field Operations Manager
- Day to day co-ordination of work
- Audit work delivered by the team to it meets all applicable technical and operational quality standards
- Provision of FTTP Broadband services in both residential and business premises
- Comply with Health & Safety standards and ensure the team are working to the requirements
- Coach and mentor the installations team for the full employee lifecycle including new starters and apprentice's
- Ensure the installation team work efficiently, tidily, whilst always maintaining a clean environment
- Identify and recommend any innovative solutions and improvement processes
- Deployment and commissioning of customer premises equipment including ONT and router
- Deliver professional and concise customer handover
- Respond effectively and appropriately to all customer requests, enquiries & complete work to agreed time scale
- Ensure that all work activities comply with environmental regulations
- Ensure the use of plant and tools are conducted in a safe manner, meeting the requirements for operation of the specific equipment
- Comply with company Transport Policy

***The role is principally working within a customer installation team. However, you may also be required to carry out cabling work on our core distribution network.***

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

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- You will be able to develop excellent working relationships within your team, with your manager, and with other teams within Call Flow and Trooli
- You strive to make efficiencies and work smarter
- You have excellent organisation skills, and you are a clear and concise communicator
- You are physically fit to carry out manual handling
- 'Can Do' mindset with focus on customer satisfaction beyond expectations and leading day to day activities
- A collaborative and innovative approach to service delivery and problem solving
- Full UK Driving License

## WE'LL LOVE YOU IF...

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- Can co-ordinate work effectively and can coach others, bringing workplace improvements
- You have fibre installation/splicing skills and experience in fibre welcome but not necessary.
- Good understanding of WiFi and various broadband capable devices and be able to demonstrate this to customers
- Good understanding of fibre terminology and able to communicate this effectively to customers as well as colleagues within the business
- Well-presented and able to demonstrate a professional image as the face of the business
- Self-motivated and able to work independently on a solo basis
- Able to demonstrate empathy with customers and colleagues – personable and friendly
- Calm under pressure and ability to work in a methodical way in a busy environment
- Proactive and efficient, and willing to go the extra mile for customers
- Passion for our purpose and mission and a Strong fit for our brand and organizational culture

## AND IN RETURN, YOU'LL GET...

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- 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

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- **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](mailto:alicerose.pitchley@trooli.com) prior to the closing date*