



## Operations Assistant

### Introduction:

With ambitious growth plans, Grain Connect is going from strength to strength and we now require additional support within our Operations team to assist with our day-to-day work. This is a key role for our business, focusing on providing effective, timely and high-quality administrative support to our Operations team.

### About Us:

Grain is a new and exciting brand that is installing its own network, capable of delivering the UK's fastest communications networks to residential developments over the entire UK. Our advanced true fibre network delivers 1000Mb broadband 28x faster than the UK average before the customer moves in. The UK sits way behind the rest of the world when it comes to rolling out full fibre to the premise networks that are both quicker and more reliable. This is even more important in a time when working from home and home schooling are so important to everyday life. We are implementing marketing strategies to attract customers and then ensure those customers stay with us through organised communication after the onboarding process.

### Role Responsibilities:

With a proactive approach and working collaboratively with the business, you would be responsible for providing administrative support for our Operations Team, as well as undertaking all administration relating to street works, negotiating with Local Authority Highways and Street-works departments as follows

- Submit permits to local authorities as required for street works, road closures, temporary traffic signals etc.
- Update work management systems
- Managing progress of live jobs on system
- Submit permit extensions / early start requests to Highways authority.
- Organise daily calls with build supervisors.
- Produce weekly reports for management team.
- Maintain compliance with all regulatory requirements.
- Other general admin duties on an ad-hoc basis to suit the needs of the business.



### Skills/Experience required:

- Great communication skills and the ability to build professional working relationships.
- General knowledge of relevant legislation (NRSWA)
- Proficient in all Microsoft Office applications
- A high level of accuracy and attention to detail
- The ability to analyse and solve problems.
- Pro-active with a real sense of urgency
- Experience using Street Manager or Symology would be an advantage.

### Working Hours

- Monday – Friday, 9am – 5pm
- 37.5 hours per week

### Excellent Employee Benefits

- Salary – dependent upon experience
- 25 days annual leave + bank holidays
- Up to 7% pension contribution
- 4 times salary life insurance cover
- Employee Incentive Scheme
- Bike to Work scheme