

Project Manager

Grain Connect Summary

A fast-growing Ultrafast Broadband provider are looking for an experienced Project Manager to join them in the early stages of rapid growth. The company itself offers one of the most advanced fibre network solutions in the UK providing "True Fibre" direct to the router. They predominantly supply the new build / housing developments ensuring the products are live prior the residents moving in. With a unique take on the market and an exciting range of products this is one of the most exciting broadband start-ups in the UK. If you want to be a part of the journey, then apply today!

This role is to manage the delivery of several project deals from signed through to live. Further the successful candidate will be the escalation point for both internal and external customers should any questions/challenges arise.

Projects are diverse, and the ideal candidate would have extensive experience within Telecoms and knowledge of FTTP, FTTC.

Typical Deliverables

Key Job Deliverables

- Manage site delivery
- Liaise with Developers and report site status to the business
- Ensure any installation queries/challenges are addressed, resolved, or escalated
- Sales Face Delivery
- Ensure the project is progressing within budget.

Key Responsibility Areas

- **Sales face of delivery on the ground with large building sites**
 - Meeting with Developers
 - Manage regular site visits.
 - Managing expectations on delivery
 - Scheduling project meetings with Developers
 - Working closely with BD Team (Internal)
 - Providing reports on progress of delivery internally and externally
- **Manage internal sales process**
 - Ensure weekly project meetings are attended
 - Drive accountability across departments ensuring that all stake holders are delivering to project
 - Ensure all departments are updated and are aware of any requirements/changes to process.
- **Identify and Prioritise sites**
 - Work with Developers to identify and prioritise sites that are mutually beneficial
 - Review sites and ensure we have a smooth delivery

- **Manage Escalations**
 - Throughout the project delivery, ensure that any issues are escalated in a timely manner and follow through to delivery.

Behavioural Requirements

The right candidate is

Safety Conscious: pro-active in matters of safety and is committed to keeping up to date with health and safety standards and legislation. Drives a safety-first culture with own team, suppliers and customers.

Problem Solving: It is important for Project Managers to handle any issues that arise with clients or team members and provide satisfactory resolutions.

Quality Focused: knows the importance of getting it right first time.

Customer Driven: Can deal politely and effectively with customers on a regular basis and can communicate clearly. Ensures high standards of customer service and satisfaction at all times.

Team Player: Able to work collaboratively with colleagues and with third parties to achieve collective goals. Promotes best practice to fulfil their requirements in line with the business goals.

Business Operational Experience

The following experience is required:

- Experience in Project delivery or Customer facing Role for 2-3 years.
- Managed projects across multiple stakeholders
- Experience of working with design schematics, duct diagrams and work instructions.
- Knowledge of underground duct network

General

- The jobholder is empowered with the necessary authority to make decisions appropriate to the execution of the responsibilities and tasks outlined above.
- This role description is not designed to be a complete and exhaustive list of all required duties/tasks. It is intended as a general description of the anticipated duties for the role outlined above. The duties and tasks of any role will evolve over time as our business grows, which shall not impact the validity of this role description.
- All employees are expected to carry out any reasonable request from management to support business needs.
- The jobholder is expected to follow relevant policies, procedures, handbooks, and work instructions (including for any Security, Health and Safety or Environmental management

systems), and report to the appropriate manager if objectives cannot be met, or a problem occurs.

Excellent Employee Benefits

Including:

- A salary of up to £35,000 depending on experience.
- Pension scheme.
- Company van, fuel card, laptop & phone
- 25 holiday days per year.
- Perks at work