

Job description

Job Title: General Manager

Location: West Region, Gloucester

Department: Delivery

Position Reports To: Delivery Director

Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field in 6 regional offices, Gigaclear currently has over 325 employees and is pursuing ambitious growth plans.

Purpose of the job

The General Manager will be accountable, and have ownership, for the full lifecycle of the network build programmes which deliver fibre to the premises infrastructure within their region. You are responsible for commercial relationships and have overall profit & loss responsibility regionally. You will manage and develop the regional team, including key areas such as planning, design, wayleaves, delivery, installs and disconnected works. Key relationships include Gigaclear personnel, local stakeholders including councils and MPs, subcontractors and other third parties. Working in line with Head Office central support to ensure compliance levels across your region.

Key Accountability & Responsibilities

- Ensures the end to end delivery of all projects (commercial and/or BDUK) are delivered safely, on time, within cost and to a high-quality standard.
- Manages the customer and local government relationships to ensure a strong brand impression of Gigaclear.
- Responsible for leading a team to design a robust, stable and buildable network.
- Responsible for leading the Network Access team that ensures the builds are gaining necessary agreements and permission in a logical sequence. Minimising impact on local community and optimising cost base. Includes, but not limited, to wayleaves, SEDs and other commercial agreements.
- Support Gigaclear's growth strategy by taking responsibility for identifying and recognising network extension opportunities for individuals, communities and other commercial partners.
- Leading the team to ensure installs are achieved within required SLAs, to the right standard.
- Accountable for ensuring stable, suitable and effective management of the supply chain to deliver our commitments.
- Develop strong project management and programme management within the regional team.
- Develop and maintain a regional business plan that includes programs for improving the regional performance.
- Responsible for controlling build output, reviewing monthly build numbers and ensuring they are in line with Company goals including Capex requirements.

- Work with internal stakeholders for the timely resolution of all problems related to the build and/or customer.
- Effectively document and manage risks and issues across the region to ensure timely resolution.
- Put the customer at the centre of all decisions ensuring the best possible customer experience is provided.
- Follow and ensure that all company policies and procedures are adhered to.
- Establish and maintain employee morale at a high level by managing and coaching your teams through the employee lifecycle, seeking support from internal stakeholders as necessary.
- Responsibility for ensuring safety comes first in all aspects of the role, and any issues are escalated in a timely manner.

Knowledge & Skills

- Proven experience of delivering major programmes of work safely, on time, on budget and to the required quality
- Strong understanding of H&S implications in a telecoms environment & a good working knowledge of CDM
- Strong knowledge of the full lifecycle of operating an FTTP network from design, through build and to operation
- Proven ability to communicate effectively across all stakeholders
- Be an inspirational leader, driving performance and encouraging development for your teams
- Effective stakeholder management including building, maintaining and improving key relationships
- Commercial mindset, proven ability to seek out, manage and influence colleagues, contractors, suppliers and other stakeholders to ensure success
- Strong working knowledge of Capex programmes
- Profit and loss experience
- Driving and executing market leading customer experience programmes
- Experience of Telecoms or Utilities preferred, major fibre rollout experience highly desirable

Qualifications & Accreditations

- Full driving licence and own car
- The right candidate will have equivalent and proven success in a similar role with a measurable track record

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises



Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.