



**Broadband for the Rural North Ltd, Station Yard, Melling, Carnforth LA6 2QY
Registration no. 31352R**

JOB DESCRIPTION

Name:

Position: **Customer Connections Coordinator (SMT)**

Reports to: Customer Connections Manager

Line Manager to: none

Salary: £23-26k

ROLE

- Plan and coordinate customer connections.
- Organise and arrange contractors for the installation of customer connections.
- Oversee and administer the necessary documentation.

Special Conditions

- This post requires the ongoing possession of a full, valid driving licence.

RESPONSIBILITIES

- Produce daily and weekly work schedules for the Customer Connections Team(s).
- Monitor and update incoming service and voucher requests, realise any outstanding tasks required to make the connection and assign work to internal teams or external contractors to complete the connection.
- Create and distribute connection reports for completed connections and any problems and issues that require intervention to complete connections.
- Coordinate with area Champions and Volunteers to arrange fibre blowing and splicing using local teams enabled with B4RN equipment to complete bulk and individual service and voucher requests.
- Feedback any relevant build changes to the Planning team.
- Maintain an overview of the entire Network Build schedule and project progress in order to pre-assign/pre-book contractor resources.
- Respond to customer enquires with the aid of the Administration Team to give updates regarding build programme, house installations, and any general progress.
- Such other duties appropriate to the grade as may be directed by line management