

Field Engineering Manager

Role Profile

As Field Engineering Manager, you will be tasked with leading and managing a team of Fibre Engineers to ensure their work is carried out efficiently and to the highest of standards. There will be extensive travel to various sites, and you will need to maintain technical knowledge so you are able to pass this on to members of your team.

Main Responsibilities

- To manage and lead our project engineers around the UK
- Develop a strategy the team will use to reach its KPIs
- Review sites and manage resource - Including personnel, materials and tools
- Conducting training and development with the team to maximize their potential
- Manage the flow of day-to-day field operations
- Promoting and ensuring compliance of health and safety in the workplace
- Performing hands on technical work to maintain technical knowledge so able to train members of the team
- Collaborating with teams to achieve fault resolution
- Provide reports to the company on the team progress
- Manage fleet vehicles
- Hire and train employees in the field
- Work with management to review new equipment, materials & techniques
- Conduct quality audits of fibre work carried out on the Grain network
- Create new and reviewing current documentation including team briefings
- Liaise with other internal departments about customer queries, disputes or escalations
- Provide out-of-hours support during network incidents to maintain high quality customer service
- Effectively manage technical support complaints within agreed SLAs and produce reports where applicable
- Perform HR activities for all direct reports including, but not limited to, sickness reviews, one-to-ones, and appraisals

Working hours

The working hours will be 37.5 hours per week, which will be worked Monday – Friday between 9am – 5pm.

Experience required

- Experience working with Project Managers to complete network builds and installations to specific deadlines
- Carrying out inspections to ascertain whether anything is preventing a successful installation
- Experience working with design schematics, duct diagrams and works instructions
- Experience scheduling work for a team of 10 or more engineers
- Experience working in an underground duct network
- Must be able to prepare different types of cable sheathing systems and accessories for the jointing process
- Must have a minimum of 3-year experience of fibre splicing and joint building
- Hold a current trade card (ECS/CSCS/EUSR)
- Street Works Qualification Register (SWQR) ticket highly desirable; and B + E trailer licence desirable.

Excellent Employee Benefits

- OTE £38,000-£40,000 per annum
- 25 days annual leave, plus paid bank holidays
- Up to 7% pension contribution
- 4 times salary life insurance cover
- Employee Incentive Scheme
- Employee Referral Scheme
- Perks at Work Scheme

About Grain

Grain is a fast-growing national broadband provider, headquartered in Carlisle, with a range of opportunities across the UK. Unlike some providers, Grain builds their own dedicated fibre optic network with a unique cable to the home (FTTP), delivering some of the fastest broadband products and helping bring digital transformation to the UK.

Having recently announced a £75 million investment, now is the perfect time to join one of the fastest growing companies in an exciting industry – apply today!