

# PROJECT/ENGINEERS/LOGISTICS MANAGER

*Full Time*

*Market Harborough*

## SUMMARY

Our Sales Teams sell a wide range of products to our existing customer base as well as new customers. The Telecoms market is ever changing and with the advent of new and improved technologies to help deliver even better communications solutions, we need to maintain a good solid understanding of these, ensuring from point of sale we deliver the right solutions to our existing and new customers. The Solutions Delivery, Engineering, Technical Support & Sales Teams require the support of a Project Manager to bring together the full solution for our customers whilst co-ordinating between all relevant teams. This role is essential to the continual delivery of good solid solutions that exceed our customer's expectations during the whole implementation process through to on-going support.

This role will involve co-ordinating with Sales, Solutions Delivery, Engineers/Technical Support, Suppliers and more importantly our Customers who we will be delivering the solution and our service to. This role will report directly to our Operations Manager.

Engineering experience and management of projects similar to Fixed, Hybrid SIP and Hosted Voice installation types is a requirement along with a proven record of outstanding people management skills are required in this role.

It is imperative that the individual has a telecoms background and has a sound knowledge of the Products, Services and Suppliers for Welcomm (and these are detailed below) alongside networking fundamental skills.

## KEY RESPONSIBILITIES

- To co-ordinate and project manage all three teams, being the main conduit between the Engineering, Solutions delivery and Technical Support teams and the rest of the business to provide efficient and smooth implementations for customers
- To be the conduit between Sales and Solutions maintaining an efficient and effective work plan
- To help build a robust project management process that delivers on all core KPI's for solutions delivery, the Engineers and the fault desk
- To work very closely with the Unified Sales Manager & Customer Services Manager
- Ensure that all solutions are fit for purpose

- To provide full logistic support and solutions to the full team, ensuring that all installations are met on time and within budget
- To deal with any complaints arising from customers and to deal with them effectively
- Provide feedback to the Operations Manager on any issues
- Responsibility for Introductory calls to the customer following allocation of installation to set out their programme and how this will be delivered
- Ensure that all necessary providers are meeting our expectations on the project
- Oversee all projects to their successful conclusion
- To liaise with the Operations Manager to ensure that all projects are handed over to the Mobile Sales Manager for handing on to the relevant Account Manager to ensure they understand fully what has been implemented and the next steps for them to manage
- To set up and manage meetings on progress of all jobs in flight
- To maintain exemplary service levels on the Technical support desk
- To keep self and team fully up to date with all new introduced technologies
- Knowledge of the Products, Services and Suppliers for Welcomm (and these are detailed below) alongside networking fundamental skills

#### PERSONAL ATTRIBUTES

- Customer focused
- Strong organisational and time management skills
- Strong engineering skills
- Computer literate: Word processing and Excel spread sheets
- Be conversant with CRM systems
- Confident and influential communicator at subordinate, peer and management level
- Exceptional leadership, operational and people management skills
- Well presented with a positive, proactive and professional approach
- Ability to take full accountability, responsibility with a high level of integrity
- Ability to manage difficult and stressful situations
- Ability to understand complex products and provide training to the team where necessary
- Excellent attendance and timekeeping
- Conducting regular meetings with Operations Manager to review progress
- UK Travel with occasional out of business hours work, including overnight stays
- Attend any internal meetings outside of normal office hours as and when required.

PRODUCTS, SERVICES AND SUPPLIERS

A good solid understanding of Telecoms, Networking and IT are required for this role. Below is the list of suppliers we currently work with.

- BT IPVS (Hosted and SIP)
- BT Number Portability
- BT Openreach
- BT PlusNet
- TalkTalk Business CPS
- TalkTalk Business WLR
- TalkTalk Business MPLS
- Gamma Horizon
- Gamma CPN
- Gamma My Inbound
- Gamma SIP
- O2
- Avaya
- Orange Stripe
- Atrium
- Scansource
- Ilicom

The Unified team support and implement a wide range of products, not only do they need to be able to implement them with the correct supplier, they need to understand the product, be confident in discussing the product with the customer and have a good, sound knowledge of how unified products relate to one another. Below is a list of unified products the team supports and implements:

- ISDN Lines
- Analogue Lines
- CPS
- Broadband
- FTTC
- EFM
- Ethernet
- CPN
- NGNs
- MyInbound
- Office 365
- Traditional Telephone Systems
- Hosted Voice
- Networking
- Cabling
- Understanding of MPLS
- CTI applications



Welcomm House, 24 The Point Business Park, Rockingham Road, Market Harborough, LE16 7QU  
Tel: 01858 410010



DISCLAIMER

Please note that this job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. If your application is successful, the responsibilities, tasks and duties of Welcomm might differ from those outlined in the job description, and that other duties, as assigned, might be part of the job.