

Job title	First Line Manager
Reporting to	Delivery/Operations Managers
location	Centro Business / Birmingham
Job summary	<p>Svella Connect is a leading provider of telecoms and digital infrastructure, building and installing high-speed broadband networks to help connect businesses and residents with full-fibre internet. With depots in Warrington, Leeds and Huthwaite, Nottinghamshire, we are a leading contractor for telecoms and internet providers such as Virgin Media and Openreach – and carry out a range of projects across Yorkshire, Midlands and the North West.</p> <p>Our vision is to be the employer of choice in the industry by investing in long-term growth, introducing technology, innovation and developing efficient ways of working to ensure excellent service for our clients and their customers.</p> <p>Day to day tasks but not limited to:</p> <ul style="list-style-type: none"> • Be the main point of contact in your Area and will be expected to deal with outside organisations which include local authority personnel, Sub Contractors. • Provide daily updates to the Delivery/Operations Managers • Manage team members in duties and performance, providing feedback where necessary whilst conducting 121's. • Ensure that all manpower within your area that are driving vehicles have conducted their daily checks. • Ensure Monthly Van Audits are completed, and all assigned equipment is inspected, and any issues reported • Review the daily programme to identify whether the daily requirement has been met. • Ensure that all operatives are made aware of hazards and risks • Ensure all team have the relevant PPE and Uniform. • Promote the reporting of accidents, incidents and near misses amongst fellow employees. • Meet productivity and completion targets in line with business requirements. • Motivate, guide, and mentor team members to exceed goals and create a positive Working Environment. • Guide new team members in company standards, customer service, and job duties. • Foster good working relationships within the team and between other departments within the business, working closely with the co-ordination team to meet operational needs. • Provide a clear audit trail to ensure work is at the prescribed standards; this includes design specifications being met fully and within the notice timeframe. • Promote good working relationships with both clients & suppliers. • Flexible with regards to work duties, locations and hours when required. • Work with other Managers to set and evaluate stock, logistics, projects, and overall goals. • Maintenance and effective audit of timesheets to ensure that what is being submitted is correct. • Strictly adhere to deadlines by communicating expectations to team members, setting goals, motivating team members, and disciplining where necessary. • Perform any other duties as reasonably requested • Learn and maintain knowledge on all internal/external Systems
	Time Spent in a Management/Supervisor Role in Telecoms is essential

Skills, qualifications and experience required	Qualifications Preferred NRSWA Unit - Supervisor all modules (essential) SMSTS (essential) Temp Works Supervisor (desirable) Working knowledge of multi utility service slew lowering and installations Strong field Leadership Excellent understanding of stat drawings
Salary & Benefits	For the right candidates we offer an attractive benefits package in a rapidly expanding forward thinking company. Competitive salary depending upon experience and qualifications.
Applications	All applications in writing, including full CV to: recruitment@svellaconnect.com At Svella, we are committed to creating inclusive opportunities for all our employees. We encourage applicants from all backgrounds to reflect the communities in which we operate and serve, and the customers we support. Please do let us know should you require any reasonable adjustments during any part of the application process.