**JOB DESCRIPTION**

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| **JOB TITLE:** | Project Manager - FTTP Programme (Business & SME Migration) |
| **HOURS OF WORK:** | 37.5 |
| **REPORTS TO:** | FTTP Programme Director |
| **WORKING WITH:** | Sure Guernsey Team & Sure Business & SME Customers |
| **DEPARTMENT:** | FTTP Programme |
| **LOCATION:** | Centenary House, Guernsey |

## JOB PURPOSE

Develop and manage a Programme of work to deliver Fibre to the Premises (FTTP) to Business Customers & Small to Medum Sized Enterprises (SME)

Using all available data sources, identify all current and legacy Business & SME Products and work with Business & Consumer Product teams to develop migration paths to FTTP compatible Products or to develop plans to retire products with no migration path

Develop a Business Case and secure resources to contact Customers and agree timely migration onto new Product offerings

## MAIN DUTIES AND RESPONSIBILITIES

* Using all available data sources, identify all current and legacy Business & SME Products
* Work with Business & Consumer Product teams to develop migration paths to FTTP compatible Products or develop plans to retire products with no migration path
* Develop a Business Case and secure resources to contact Customers and agree timely migration onto new Product offerings
* Work closely with Business & Consumer Sales & Product teams to develop a communications plan to ensure Customers are contacted and made aware of their options in good time before FTTP Rollout and Copper Switch off milestones
* Create, maintain and publish a detailed plan which tracks the progress and status of all Business & SME products
* Track the status by both Sure Exchange Area and FTTP Build area of the process of Identification, Solutioning, Customer Contact, Customer Agreement & Migration
* Provide daily, weekly and monthly Management Information & Forecasting
* Set up and run a weekly forum where key Sure stakeholders update on progress against plan and validate information in the plan
* Maintain a log of Risks & issues facing & impacting the project

**In addition, the person will be required to**

* Understand and comply with the licence and other regulatory rules applying to the position.
* Understand and comply with the Data Protection Law as it relates to the position
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy
* Work in accordance with the safety procedures and safe working policies of Sure
* Undertake appropriate security awareness training covering information security, data protection, financial crime and payment card data and comply with their information security responsibilities. This awareness training includes understanding of the incident reporting process to be followed in the event of the employee suspecting, causing, or discovering an information security incident.

Due to the nature of this position, the postholder must hold a satisfactoryBasic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose.

Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role*.*

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

**COMPANY VALUES**

* One Team
* Customer Driven
* Trust
* Simplicity

## SKILL REQUIREMENTS

**Essential**

* Excellent communication and organisation skills
* Good understanding and command of Microsoft Office suite of products
* A good understanding of the operations of a broadband and telecommunications operator

**Highly Desirable**

* Previous experience of Project Management, Programme Management or Programme Planning or a strong desire to enter this field
* A good understanding of Broadband & Telecommunications Networks and the steps involved in building and upgrading them
* A good understanding of the Business & SME products
* A strong influencer able to command respect amongst peers

**Personal/Behavioural attributes:**

* A goal focussed and collaborative individual with the drive and energy to get things done