**JOB DESCRIPTION**

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| **JOB TITLE:** | Community Liaison Officer - FTTP Programme  |
| **HOURS OF WORK:** | 37.5 |
| **REPORTS TO:** | Programme Manager – FTTP Build |
| **WORKING WITH:** | Sure Guernsey FTTP Team, Sure Customers, Sure Build Partners and Guernsey Residents  |
| **DEPARTMENT:** | FTTP Programme |
| **LOCATION:** | Centenary House, Guernsey |

## JOB PURPOSE

A key player in the rollout of Fibre to the Premises (FTTP) across Guernsey, the Community Liaison Officer(s) will be the main interface between Sure Guernsey, our Build Partners and the residents of Guernsey

The Community Liaison Officer(s) will work ahead of the FTTP Build Programme keeping residents up to date on the timings and process of bringing Fibre to their homes and businesses; setting expectations and identifying any special requirements

In areas where buried Copper Cables are currently installed, the Community Liaison Officer(s) will also be responsible for obtaining permissions to bring new duct and fibres across residents land and up to their properties

Finally they will act as a single point of contact for residents in the key period from when an upgrade to fibre is announced until it being completed

## MAIN DUTIES AND RESPONSIBILITIES

* Build and maintain close relationships with Sure Guernsey Planning Teams, Build Teams, Marketing & Customer Service Teams and with our Build & Construction Partners
* Work at least 3 months in advance of the FTTP Build Programme to make contact with local residents through appropriate communications channels (Door to door, Email, Letters or Public Meetings)
* Ensure that residents clearly understand what will be involved in bringing Fibre to their area and identify any special needs or requirements
* On a daily basis keep in contact with Sure Build Partners and Sure Build Teams to quickly identify and resolve any resident issues or concerns
* In areas where buried Copper Cables are currently installed obtain permissions in advance of the FTTP Build to bring new duct and fibres across residents land and up to their properties
* Monitor Social Media channels and pro-actively act on any issues or concerns raised by residents related to the rollout of FTTP

**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, presentation and organisation skills

**Highly Desirable**

* A good understanding of Broadband & Telecommunications Networks and the steps involved in building and upgrading them
* A strong influencer able to command respect amongst peers and with members of the public

**Personal/Behavioural attributes:**

* A goal focussed and collaborative individual with the drive and energy to get things done
* A ‘people person’ who enjoys regular interaction with people