

## Fibre Delivery Agent Belgrade

Hyperoptic is the largest 1 Gig residential broadband provider in the UK. Over the past 5 years we've grown from a small team of people with a simple idea, to a larger group of people executing the idea with a simple focus – efficiently bringing 1 Gig broadband to urban areas across the UK.

As we continue to evolve our strategy we are looking for people who believe in reliability, intelligence, zeal, and excellence. If you are looking for an exciting challenge that is rewarding and enjoyable then read on...

### The mission

Hyperoptic is more than just an internet service provider; it also installs its own fibre infrastructure into multi-occupancy buildings, bringing the UK's fastest internet speeds to users. Your mission will be to work within the Fibre Team to co-ordinate the ordering and installation of our fibres circuits across Cities in the UK.

### Experience

You will need to be a customer delivery focussed professional, preferably with relevant experience in the telecoms sector. You will need to have experience of developing relationships with and driving third party suppliers to meet the needs of our customers. Balancing priorities, escalating when necessary, having a keen eye for detail and being able to manage yourself are key attributes. When the need arises resolving complex issues using innovative, out of process thinking to meet customer expectations. You will be able to demonstrate where you have used your natural curiosity to collect and investigate data in order to draw meaningful trends to contribute to a culture of continual improvement. Never satisfied, you will be tenacious in pursuit of your goals and famous for executing flawlessly.

### Reporting Line

Reporting to the Fibre Team Leader, you will have the chance to make the role your own and help bring high speed broadband to our customers across the UK.

### Responsibilities and duties will include:

- Input and Order Fibre Optic circuits in our database systems
- Liaise with high profile clients to arrange access for surveys and engineer work
- Act pro-actively against any issues that arise in the planning and build stage, to avoid unnecessary delays
- Keep internal project sheets up to date and accurate
- Produce reports as needed for the Fibre Team Leader and other senior members of staff
- Pro-actively drive Openreach to deliver EAD circuits as required by the business

### Person specification:

#### (Essential and desirable)

- ✓ Previous project support dealing with multiple projects at any one time, ideally in the telecoms industry
- ✓ Experience working to deadlines and under pressure
- ✓ Multitasking and prioritisation skills
- ✓ Intermediate to Advanced excel skills needed (V-look up, filters, pivot tables)
- ✓ Excellent telephone and written communication skills
- ✓ Proven experience dealing with complicated database systems and accurate input
- ✓ Interest in ISP and Internet technology
- ✓ One-year experience on similar position is desirable, not necessary.

### Hyper Standard: RIZE Values

Value	Reliability	Intelligence	Zeal	Excellence
Principle	Deeds are more important than words	Use your brain at every opportunity	Demonstrate passionate determination	Quality separates us from the competition
Behaviour	Do what you say you will to customers, stakeholders, and colleagues	Overcome challenges, ask questions & consider alternatives.	Go above and beyond to make things happen	Double check work & don't make the same mistake twice

The role will be based in Belgrade Office. The successful candidate will be offered a monthly salary and participation in a company incentive scheme.

If this role is of interest and you believe you've got what it takes to be a part of a fast-paced and energetic business, we'd love to hear from you. Please send us your CV: [tara.markovic@jakalounge.com](mailto:tara.markovic@jakalounge.com)