Job Description

Job Title: Apprentice Project Delivery Provisioning Coordinator
Reports to: Voice and Data Provisioning Manager
Department: Provisioning
Hours of work: Monday to Friday, 8.30am – 5.30pm

Objectives

The Apprentice Provisioning Coordinator is required to manage orders from the set-up to the resolution.

Responsibilities

- Task management.
- Make welcome/confirmation calls and send confirmation e-mails.
- Handle first line Installations support calls.
- Accurate input of order details onto all systems.
- Liaise with customers and suppliers regarding order queries/amendments.
- Provide technical advice to customer and internal staff.
- Placement of all order types on Openreach and other Web Portals.
- Co-ordinate jobs/ arrange engineer visits.
- Deal with order rejections.
- Liaise with customers/ business partners and suppliers to resolve issues and provide regular updates.
- Raise and resolve provisioning escalations and faults.
- Place CPS orders and liaise with customers/ business partners/resellers to resolve any rejections.
- Check all accounts are set-up and billing correctly.
- Schedule and action all tasks to completion within specified timescales.
- Follow all procedures and deliver high level customer service for maximum customer satisfaction.
- Work towards set KPI’s, goals and objectives.
- Complete the Apprentiship course along side the job role in lines with your education providers expectations.
- Ensure all systems are kept fully updated for each action and point of customer contact.
- Be vigilant for possible fraudulent activity and if necessary raise a security incident report using the template accessible via the corporate Intranet.
- Periodically review Daisy Security Policies – centrally hosted on the Intranet - to ensure full compliance with current legal, regulatory and company requirements.

If you are a Manager of staff, you must ensure:

- your team are aware of their security responsibilities & know how to access Daisy Group Security Policies hosted on the Intranet;
- the principles listed with the Daisy Group Security Policy Statement document are embedded within the operations of your team.
- Carry out any ‘ad hoc’ assignments as and when required.
- To be compliant with health and safety company policy and legislation.

Knowledge, Skills, Experience

- Excellent telephone manner
- Ability to manage own workload
- Previous experience of Microsoft packages
- A ‘can do’ and positive attitude towards work and personal development
- Excellent communication skills both verbal and written
**Working Location/Environment**

Nelson