

# Community Engagement Manager

Join the brand that is transforming rural areas with ultrafast full fibre broadband. We're the team where talented people are encouraged to thrive and enhance their career.

Powered by brilliant people with bright ideas, we want to hear yours. Our success is driven by your creativity, collaboration and commitment.

The marketing team are integral to the organisation's overall success by managing how we speak to our audiences, when and through which channels. Led by a Head of Marketing and Communications, the priority of the team is focused on acquisition of leads and prospects through a multi-channel marketing approach. The team proactively are growing and developing the Gigaclear brand within the telecoms industry while creating communities that love us.

You will coordinate and lead on the region-specific marketing, communications and stakeholder engagement strategy across our Oxfordshire, Buckinghamshire and Northamptonshire projects areas.

Reporting to the Community Marketing Communications Manager, the role is focused stakeholder management – building strong rapport with both central and local Government representatives (such as local MPs, District & County Councils) to ensure an effective working relationship during Gigaclear's civil engineering projects to bring ultrafast full fibre broadband to rural communities who need it most – while also engaging with the communities through the Parish Councils, local business associations and influencers.

As the Community Engagement Manager will also create and implement a marketing communications plan, in line with the overall marketing communications plan set out centrally, while making it attuned to the needs of the region and adaptive to the evolving regional network build programme. You will aim to deliver an accurate, timely and relevant stream of customer communications throughout the network build programme phases, in order to manage expectations, build brand awareness and encourage brand advocacy – ultimately helping to create communities that love us.

You are ambitious with the tenacity to succeed. You will be able to demonstrate the essential criteria whilst bringing your own passion and ideas. Some of the key skills you will possess are:

- Ability to organise, plan and manage their own time is essential
- Ability to work independently and within a wider team
- Understanding of the build process/engineering process and impact on local communities
- Excellent verbal and written communication skills
- Self-motivated
- Administrative and IT skills applicable to our systems
- Ability to manage stakeholders effectively and efficiently
- Previous communication experience, in a B2C and B2B context is preferred (minimum 2+ years) and experience in a Telecoms or Technology company would be an advantage.
- Experience in a range of marketing activities including PR, email, direct mail, digital and social is desirable.
- Stakeholder relationship management is desirable.

You share our values. They make us who we are:

- **Find a way:** Always working together to deliver market-leading solutions and provide customer service excellence to our communities
- **Be committed:** We are all accountable for our actions and work relentlessly with our many customers to deliver on our promises
- **Do the right thing:** We always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues
- **Keep it simple:** In an industry of complexity and confusion, we make things easy for everyone to understand

## **Culture & benefits:**

We empower people to do what they do best; fast. We want you to bring you, so we don't 'fence' anyone in to a single way of working. You will get the latest news through our staff magazine, Gigabites, and monthly company updates (food can play a major part in this!). You are living and breathing our values, so your colleagues may nominate you for our Star of the Month award. If you win you get an extra day's holiday. Like us, you probably like to get a bit social too. We have a weekly running club, Gigaclear FC plus two company socials a year, and more.

On top of this we offer great benefits such as, Study Support, Income Protection, Life Assurance, Pension and 25 days holiday (plus bank holidays).

**When you apply for this role, please access the full job description in the account registration area.**