

# Head of Business Services

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 Head of Business leads Gigaclear's B2B strategy and Business Services Team to grow our market share. This is a new, high-profile leadership position that is part of Gigaclear's senior management team and will work with teams across the company to deliver the objective of B2B growth. The role however is hands on and will require significant personal commitment to delivering the plan.

The Head of Business will build and lead a new team to deliver proposition development, pricing, direct and indirect sales channels, and dedicated business customer support. They will also work closely with Build teams who are developing the network to deliver more 'ready for service' business premises.

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:

- Proven experience in leading B2B services, ideally in telecoms
- Team and cross functional leadership experience
- Strong interpersonal skills allowing effective communication with internal and external stakeholders at all levels
- Personal sales and business development skills, with track record of driving sales performance and closing deals
- Track record of delivering high-quality end to end customer service, championing the business customer experience at every opportunity
- Solutions focussed with a methodical approach to problem solving and decision making
- Strong commercial acumen including P&L management and ability to develop and manage 3rd party commercial relationships
- A team player who will lead by example and be hands on in executing as well as devising the strategy

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.**