

Provisioning Supervisor

Reporting to	Operations Manager
Location	No.1 Spinningfields, Manchester
Contract	Permanent
Package	Competitive salary + benefits

Work with us

At Nomial we pride ourselves on our creative and scalable solutions. From cloud to connectivity to collaboration, we develop and support a spectrum of bespoke, cutting edge tech across a broad range of industries. Founded in 2006, we continue to grow and innovate. At the end of the day, we love modern tech and we love making our customers happy.

What it's like to work here

We love what we do and embrace constant change, even if that means breaking our own mould (especially when it means we get to tinker with new toys!)

We're a diverse bunch with many different backgrounds, interests and perspectives. We believe this is what makes us strong as a team and ultimately successful.

Our HQ is in one of Manchester's newest buildings, No.1 Spinningfields. It's a vibrant office with plenty of break out areas so you can find your ideal work environment, whether that's at a desk or on a sofa. We even have a barista on site for all your re-fuelling needs.

If you consider yourself a doer, an eager learner and you are kind and thoughtful in everything you do, then we could be a great fit and we want to hear from you.

Your role

You will be responsible for proactively developing and managing all the provisioning processes for all of the Company's sales, providing outstanding service and delivery to our customers.

Your role will involve:

- ▶ Managing the end to end provisioning of all Nomial products and services.

- ▶ Managing and monitoring the day to day provisioning and installation processes and ensuring the end to end service delivery runs smoothly and communications are maintained between all stakeholders.
- ▶ Documenting all installation jobs effectively through project management tools, from the outset until conclusion.
- ▶ Managing the implementation and ongoing maintenance of systems, processes and procedures to ensure initiation, progress and completion of installations to a high standard and in a consistent manner.
- ▶ Managing the Company's Provisioning department including the line management of the Administrative Assistant as the department and team grows.
- ▶ Managing the implementation of robust automated processes to manage all products, services and in-flight orders.
- ▶ Managing the distribution of sales, including full project management of the order, liaising and co-ordinating delivery across internal teams and suppliers.
- ▶ Managing the reporting of progress of all sales/services and any issues or risks to delivery, communicating with internal and external stakeholders as appropriate.
- ▶ Managing and providing support with any resolution issues within the Provisioning department.
- ▶ Managing and maintaining supplier and customer relationships ensuring that service excellence and strong relationships are established and maintained.
- ▶ Undertaking service reviews with suppliers and external customers as required.
- ▶ Continuously reviewing business processes and re-designing the systems, processes and procedures in order to improve business efficiency whilst delivering a consistently high standard of service.
- ▶ Providing support as required to the Directors with the management of any complaints and queries, investigating and supporting with the management of correspondence as required.
- ▶ Ensuring the Provisioning department adheres to the Data Protection Policy and remains compliant with GDPR, including reporting procedures.

What we need from you

- ▶ Experience and knowledge in MSP, ISP, Telecoms or Computer Hardware is essential.
- ▶ Proficient with Microsoft Office suite and/or Mac equivalent (Keynote/Pages).
- ▶ Excellent verbal and written communication as well as keen organisational skills.
- ▶ Project management experience would be an advantageous.
- ▶ Highly customer centric with a passion for providing excellence in customer service.
- ▶ Professional and friendly approach with excellent relationship building skills and telephone manner.
- ▶ Able to drive and deliver process improvement internally.
- ▶ High level of personal commitment and standards, and attention to detail.

- ▶ Someone who works together with others to achieve exceptional results.
- ▶ Salesforce experience or other CRM experience.
- ▶ Relevant qualifications or equivalent experience.

This is a fantastic opportunity for an ambitious individual who is looking to grow, and work within a dynamic company with forward thinking colleagues.

How to apply

To apply for this position, please send us an email at jobs@nomical.com and include a copy of your CV.