



Job Title: Customer Support Advisor (Telecoms)

Company: Communications Plus

Location: HQ, Rainford, Merseyside (Office based – 5 days per week)

Communications Plus – Now Part of Focus Group

Communications Plus has built an outstanding reputation for delivering market-leading Unified Communications, Connectivity and Mobile solutions to businesses across the UK.

Now part of **Focus Group**, we are one of the UK's leading providers of business technology solutions, we're entering an exciting new chapter. This partnership brings even greater opportunities for our people, combining the supportive, family-oriented culture of Communications Plus with the scale, innovation and career development opportunities of a growing national organisation.

If you're passionate about delivering exceptional customer service, we'd love to hear from you.

About the Role

This isn't just another office job. You'll become the go-to person helping business customers with their mobile phones, broadband, connectivity and telecom solutions. From solving problems and answering queries to setting up new mobile connections and supporting network migrations, no two days are the same. You'll receive full training from experienced colleagues and quickly build valuable technical and customer service skills that will set you up for a successful career in tech. If you're curious, enjoy solving problems and love helping people, we'll give you everything you need to succeed.

What You'll Be Doing

- Supporting business customers by phone and email
- Helping customers with mobile, connectivity and telecom queries
- Processing new mobile connections, upgrades and device orders
- Managing number transfers (porting) and network migrations
- Keeping customer records accurate and up to date
- Learning about the UK's major mobile networks and business technology solutions
- Working closely with a friendly, supportive team to deliver outstanding customer service
- Process customer orders accurately and efficiently
- Maintain and update customer records in CRM systems
- Handle customer enquiries and provide excellent service
- Coordinate with internal teams to ensure timely order delivery
- Track and manage order progress from sale to completion



- Liaise with suppliers and telecoms providers as required.
- Resolve order and service issues promptly
- Ensure compliance with company policies and procedures

Essential Skills & Experience

- Friendly, approachable and enjoys helping people
- Experience of using Microsoft packages, including outlook, word and excel
- Passionate about technology and keen to learn
- A great communicator with customers over the phone
- Organised and able to juggle multiple tasks
- Positive, motivated and eager to build a career
- A team player who enjoys working in a busy environment
- Interest in technology, for example mobiles, phone systems and IT networks (we'll provide full training).
- Strong administration and organisational skills
- High attention to detail and accuracy.
- Ability to manage multiple tasks and meet deadlines.

What's in it for you?

- Competitive salary
- Full training from day one
- Ongoing learning and career development opportunities
- Career progression within Communications Plus and the wider Focus Group
- Opportunity to work with industry-leading Unified Communications technologies
- 25 days holiday (excluding Bank Holidays)
- Workplace Pension
- Life Assurance
- Employee Assistance Programme
- Family & Friends discounts
- Free onsite parking
- Team socials and company events
- Dress Down Fridays
- Modern, state-of-the-art headquarters with beautiful countryside views
- Friendly, supportive and collaborative working environment

Ready to Join Us?

If you're looking for a rewarding career with an ambitious, growing business where your contribution truly makes a difference, we'd love to hear from you.

Join Communications Plus and become part of the next chapter as we continue to grow alongside Focus Group, helping businesses across the UK stay connected through innovative communication technology. All offers of employment are subject to pre-employment checks including a DBS check.