



Job Title: UC Support Specialist (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, enjoy working with cutting-edge Unified Communications technology and thrive in a busy, fast-paced environment, we'd love to hear from you.

About the Role

As a **UC Support Specialist**, you'll play a vital role in delivering an exceptional experience for our customers throughout their entire journey with Communications Plus.

You'll be responsible for supporting a wide range of Unified Communications solutions, managing customer requests, coordinating provisioning activities, resolving service queries and ensuring customers receive a seamless, professional service from order through to ongoing support.

Working closely with customers, suppliers, Sales, Engineering and Technical Support teams, you'll become a trusted point of contact, taking ownership of customer requests and ensuring every interaction reflects the high standards we're known for.

This is a varied role where no two days are the same. You'll be managing multiple priorities, solving problems and building strong relationships while helping businesses stay connected.

What You'll Be Doing

- Manage the end-to-end provisioning and delivery of Unified Communications services.
- Support customers with Hosted Voice, SIP, Microsoft Teams Phone, Webex and associated UC solutions.
- Coordinate customer Moves, Adds, Changes and Ceases (MACDs).
- Manage number porting requests and service migrations.
- Coordinate customer installations, engineer appointments and site access requirements.
- Provide outstanding support for customer queries relating to UC, connectivity and mobile services.
- Take ownership of customer issues, ensuring they are resolved professionally and efficiently.
- Liaise with suppliers and network partners to ensure successful service delivery.
- Proactively communicate with customers throughout the provisioning and support process, providing regular updates and managing expectations.
- Manage installation delays, supplier issues and customer escalations with a calm and solution-focused approach.
- Work collaboratively with Sales and Corporate Support teams to deliver an exceptional customer experience.
- Maintain accurate customer records and update internal systems with every customer interaction.
- Identify opportunities to improve internal processes and enhance the customer journey.
- Ensure any additional chargeable works are accurately captured for billing.

What We're Looking For

We're looking for someone who enjoys taking ownership, loves solving problems and is committed to delivering an outstanding customer experience.

Essential Skills & Experience

- Experience working within the telecommunications or Unified Communications industry.
- Knowledge of Hosted Voice, SIP, cloud telephony or Unified Communications solutions.
- Excellent customer service and relationship-building skills.
- Strong organisational skills with exceptional attention to detail.
- Ability to manage multiple priorities in a fast-paced environment.
- Excellent verbal and written communication skills.
- Strong problem-solving ability with a proactive approach.
- Comfortable working with customers, suppliers and internal stakeholders at all levels.
- Good IT skills, including Microsoft Office and CRM systems.



- A positive attitude, strong work ethic and willingness to learn.

Desirable

- Experience supporting Microsoft Teams Phone and/or Webex.
- Experience provisioning telecoms services.
- Knowledge of Fibre Broadband, Ethernet, FTTP, Leased Lines or SIP.
- Experience coordinating number porting and service migrations.
- Understanding of mobile telecommunications services.

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.