

# Job Description: Experience Manager

## Background

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nuron is an innovative young company developing a suite of optical fibre monitoring technologies for utilities. The first of these will transform the wastewater industry into one that is monitored and managed, delivering real operational and economic benefits while protecting the environment in which we live. Wastewater networks remain almost completely unmanaged and there is a shortage of scalable monitoring technologies.

The technology also provides the ability to roll out dense urban fibre networks faster, more cost effectively and with significantly less disruption than conventional civils. This will result in the sewers becoming a vital enabler for true fibre to the premise, 5G and smart cities of the future delivering widespread social and economic benefits.

Over the past 8 years, nuron has successfully proven the concept of fibre optic monitoring of the operational conditions in sewers. Following the successful completion of our customer pilot within a UK water company's live sewer network in 2020, we are now preparing to scale-up the technology, as part of a large commercial roll-out and develop solutions for other utilities

nuron was founded by the ex-COO of Geo Networks Limited (sold to Zayo in 2014 for £186m). It is led by a team of experienced directors from business and engineering backgrounds, all with track-records of growing successful, profitable technology-driven companies.

We plan for nuron to grow considerably over the coming years with a business plan rolling-out 100s of Kms of our system each year globally. This role offers an immediate opportunity for the right candidate to play a key role in an early-stage business, whilst providing a suite of development opportunities.

## The Role

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nuron is looking for people who are responsible, creative and spirited in everything they do, to deliver a friendly, effective and enjoyable employee experience at nuron.

The successful candidate will be organised, have great attention to detail and a flair for creating order in a dynamic and fast paced environment.

For the right individual, nuron offers a range of future growth opportunities in the UK and abroad across all areas of the business.

- Right hand individual for the Managing Director to ensure the smooth running of the business
- Create a work environment (facilities, IT, systems and processes) and culture across multiple sites conducive to collaboration and productivity.
- Look after our people from interview, through induction and during their time at nuron with what they need to work comfortably and effectively at nuron
- Manage team communications and events to support nuron's culture and values
- Make our visitors and customers feel welcome
- Support the management team as necessary to ensure the efficient operation of the business

## Requirements

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### Essential

- Assertive nurturer, who enjoys looking after people
- Self-starter and completer finisher who likes to make a difference
- Highest level of integrity, trustworthiness and diplomacy
- Enthusiastic, with the ability to work autonomously and be part of a team
- Minimum of 5 years' experience in an office management role, ideally with HR experience
- Evidence of setting up and effectively managing business environments and caring for staff
- IT literate and confident in managing outsourced IT suppliers
- Environmentally conscious
- Well-developed communication skills (verbal and written)
- Strong eye for detail
- Ability to prioritise, manage multiple tasks and meet deadlines
- Advanced Microsoft Office suite skills, including SharePoint
- Commitment to a culture of continuous improvement, quality and operational excellence

### Desirable but not essential

- Experience of managing Quality Management Systems
- Graphic editing skills
- Experience of Xero
- Valid driver's license
- Experience of organising events

**Reporting to:** Managing Director

**Location:** Brixton, London or at the nuron Engineering hub in Sheffield with occasional travel to other supplier, customer and partner sites across the UK and globally.

**Hours:** 37.5hrs per week

**Salary:** Competitive

If interested, please email your CV to: [claire.fenwick@nuron.tech](mailto:claire.fenwick@nuron.tech)