

Helping Bath-based talent to thrive

It can be hard for young people to find an opening to a career in the tech industry. There are opportunities locally, however, because broadband provider Truespeed has made a point of focusing its recruitment efforts so it can harness the rich pool of talent in Bath and the south west region.

Are you considering a career in the varied and exciting world of telecoms and tech? Or do you know someone who is?

Then take a look at Broadband provider Truespeed, who have always done things differently. This is a company that is determined to give tech more of a human touch, as it works on its central mission to bring ultrafast connectivity to the people and communities of the south west from its base in the heart of Bath.

One of the ways that Truespeed delivers, in comparison to other broadband providers – who have a tendency to oversell and under-deliver on their broadband speeds, and install a fibre connection to a box up the road and leave the rest to an old copper line – is in the installation of a full-fibre connection directly to its customers' homes, meaning that they always receive the speeds they pay for.

The company grew significantly in 2022, passing its 60,000th property, connecting 13,000 additional customers, and expanding its team by 48%. And now, looking ahead to 2023 and beyond, it aims to grow even further. In order to do this, Truespeed want to continue to tap

into the rich pool of up-and-coming talent that Bath and the south west have to offer.

Breaking down barriers

Truespeed has a strong community-focused ethos, and breaking down barriers and supporting its teams to develop and progress has always been at the heart of how it operates as a business. "I first joined Truespeed as a door-knocker," says Samantha, Head of Access Permissions. "From there, as the business grew, I worked my way into the Sales team before moving across to the Access team, where I'm now Head of Access Permissions."

Initiatives such as the Customer Service team's Peer to Peer Support Scheme also enable colleagues to support one another and expand their skill sets, with each Customer Service Agent having the opportunity to sit down for a one-to-one with a colleague they're keen to learn from. And with its expanded onboarding and training processes, new starters are able to hit the ground running and get up to speed with the business in no time.

An industry as exciting as it is varied

Working in telecoms and technology doesn't always mean digging up roads, climbing telephone poles, connecting cables or plugging wires into routers. Getting the Truespeed network up and running and ensuring it can deliver a stable connection 24 hours a day requires a talented team of individuals working in numerous areas of the business – areas in which both experienced professionals and young, up-and-coming talent alike can thrive.

"It's a great industry to be a part of," says Hannah, a Product Manager at Truespeed. "Technology is ever-changing, so you're always learning something new. There's never one right answer to any problem. It's sort of like Lego, in that you're often taking all these bits and pieces and seeing how they fit together."

"No two days are ever the same here," adds Kayleigh, who is a Network Planner. "One day you can be out in the field surveying potential areas for our network, and the next you can be in the office working alongside the rest of the team."

Whatever your skill set, experience, or chosen area of expertise – be it Planning, Finance, Sales, Customer Care, Engineering, Marketing, or something else entirely – Truespeed is always on the lookout for new, local talent to help drive the company towards its goal of passing 500,000 properties by 2025.

Looking ahead to the future

Of particular interest to those considering openings in the tech industry is that in 2023 Truespeed is set to expand its range of apprenticeship programmes, providing young talent in Bath with more opportunities to kickstart their careers, with the new Finance Apprenticeship Scheme seeing the company recruit its first ever apprentice into a full-time role.

"It takes all kinds of people to make a world," Samantha says. "It takes all kinds of people to make a company work, too, and all kinds of personalities to make a team thrive. There's a place for everybody – in every walk of life and in every industry; something that's especially true here at Truespeed."

Truespeed, Pinesgate West, Lower Bristol Road, Bath BA2 3DP; Tel: 01225 300370; truespeed.com

