

BUSINESS PROFILE: Plusnet



Phone and broadband company, Plusnet, is the third fastest growing internet service provider (ISP) in the UK, providing residential and business services across the country.

Established in 1997, Plusnet continues to win awards and consumer accolades for its value for money products and services and currently holds 11 industry titles. Its headquarters are located in the heart of Sheffield with all its 24/7 customer service centres based in Yorkshire.

Today Plusnet employs over 950 employees with the majority being based in Sheffield undertaking a variety of functions that include: engineering; operations; customer services; technical support; finance and marketing.

“We are extremely proud of our Yorkshire roots and our customers tell us that they value the friendly and helpful voice of our customer support. As you might expect from a growing telecoms provider, Plusnet has a dynamic and young workforce. Sheffield has fantastic transport links and world renowned universities making it a great hub to attract talent from a large catchment area and it also provides an excellent location to conduct business from.”

Andy Baker, Chief Executive, Plusnet



Key to Plusnet's success is its commitment to develop junior talent; in the last year, nearly 15% of staff have been promoted or been given the opportunity to develop their skills through secondments and Plusnet has invested £100k in training and development.

Plusnet's graduate scheme is now in its third year; the 18 month programme is designed to enable individuals to develop skills that will help them progress in their career, such as: diverse thinking; integrated planning; self-autonomy and leadership skills. Existing employees can apply for the scheme.

In addition, Plusnet has recently created 31 apprenticeship roles within the customer service division. The recruits, aged 18-26, are not only gaining on-the-job training but are studying for a variety of qualifications including Information Computing Technology (ICT), Personal Finances Services, NVQ and BTEch qualifications.

“When we spot talent, we look to nurture it. Small, high-growth companies like Plusnet provide great opportunities, giving graduates more responsibility and involvement than they would receive within a bigger or multi-national organisation. Meanwhile, the decision to embark on an apprenticeship scheme is to secure highly skilled employees for the future and gain valuable insight from a generation on the pulse of developments within this sector.”

Andrea Kilgour, Head of HR

Plusnet is set to continue its excellent growth in the coming years, with a determination to seek out the best talent and continue to deliver the great value for products and services to its many customers. Operations in Sheffield will mastermind this on-going success.



Sheffield

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