

### 1. General Information

Job Title	Project Coordinator
Department	Professional Services
Line Manager	Wes Stimson

### 2. Position Objective

In two or three sentences write a brief summary of the major duties and responsibilities of this position.

Working with the Project Manager to assist with the implementations of our Payroll and HR Software (external projects). The role will require excellent organisation skills and professional customer interaction.

### 3. Duties & Responsibilities

Group the job duties / tasks into major areas of responsibility and list together with the percentage of time required.

<b>Major Areas of Responsibility</b>	<b>Percentage of Time Required (increments of no less than 10%)</b>
Assist with the implementation of Payroll and HR software projects within the Professional Services department. Work with the Project Manager on internal and external implementations.	30%
Monitor project resource and issues lists on a daily basis to ensure that projects are delivered to scope and budget. Provide the Project Manager with timely status reports and highlight any issues which may affect projects.	30%
Supporting the Professional Services department: <ul style="list-style-type: none"> <li>• Completing tasks allocated within set deadlines</li> <li>• To respond to client and staff enquiries in the Project Manager's absence</li> <li>• To effectively manage issues under the initial guidance of the Project Manager.</li> <li>• Creation of update reports to be used internally or to be sent to Clients which form part of the internal and external communication plan.</li> <li>• Liaising with other departments and teams to track progress of issues and</li> </ul>	40%

<p>book in resource for issues and new requirements where required.</p> <ul style="list-style-type: none"> <li>• To assist with the management of budget reports for all projects.</li> <li>• To assist with the maintenance of the Global risk register.</li> <li>• Complete meeting minutes.</li> <li>• Assist with keeping internal systems up to date.</li> <li>• Provide admin support.</li> <li>• Maintain/update Zoho Projects.</li> </ul>	
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List secondary tasks that are undertaken, these are outside of the main purpose of the role, may be temporary in nature or specific to an individual.

<p>Secondary Responsibilities:</p> <p>Assisting with holiday cover when other members of the team are on annual leave.</p>
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#### 4. Key Working Relationships

Detail other roles in the company with which there is regular contact and describe the purpose of this contact. Also consider external contact that the role has on a regular basis.

Job Title/Department	Purpose of Contact
Project Manager	Daily contact for updates / mentoring / scheduling / escalation.
Professional Services Consultants	Regular contact in terms of project scheduling / updates
Operations Director	Regular contact for any client issues requiring development assistance.
Helpdesk	Progressing client issues / queries.
Sales Department	Regular contact – project status updates.

#### 5. Decision Making Authority

What issues should be referred to the Project Manager before taking action?

<p>Client escalations</p> <p>Resource issues</p> <p>Delays in Go Lives</p> <p>Delays in delivery of phases</p> <p>Quality concerns</p> <p>Projects at risk</p> <p>Budget and scope increases as soon as there is visibility of this happening.</p> <p>Lead times</p>
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**6. Job Specification**

Summarise the specific knowledge, skills and abilities the job requires.

<b>Factor</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge	Microsoft products e.g. Outlook, Word, Excel	PowerPoint Basic IT knowledge
Communication Skills	Excellent verbal and written skills Confident, precise and positive manner	
Personal Attributes	Good Customer Service focus Professional manner Driven and self-motivated Good time management skills Strong attention to detail	

**7. Special Job Conditions**

Describe any special job conditions that apply to this position. Include amount of travel, substantial overtime, shift work etc.

Travel to clients is required. There may occasionally be a requirement to work outside of contracted hours as part of the role. The role will be based at Gatwick, however, you will be expected to travel to other offices.
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