



Job Description

Role: Project Coordinator

Salary: Competitive/negotiable

Reporting To: Financial Controller

Location: Loughborough

Company Information

Waveworks Ltd provide a wide range of managed network solutions to a diverse customer base and have achieved BT partner status through innovative design and a first-class business services. Due to increasing opportunities a vacancy exists for a project coordinator who can manage service delivery of customer solutions on time and within budget.

This role will suit an individual who is highly competent, confident of their abilities, self-motivated and keen to perform as both an individual and as part of a team to achieve customer satisfaction targets. You will be experienced in a similar role and be able to demonstrate a successful history of managing projects in an IT business with a commercial appreciation of customer goals and expectations.

Primary Function

- Generate project plans in-line with customer requirements and company resources.
Negotiate and coordinate internal/external resources in line with customer delivery requirements. Create and publish project plans showing clear and logical steps identifying critical path timelines.
- Manage projects from order acceptance to delivery to agreed project plans.
Manage multiple projects of varying sizes through the delivery cycle to the customer sign-off date. Full responsibility for the logistical delivery of the solutions (not technical responsibility).
- Advise customer/partner of key stage milestones.
Ensure that the customer receives accurate and regular updates of progress and of any agreed milestones keeping customer records up-to-date.
- Identify potential problems and resolve or escalate internally.
Manage potential problems to agreed delivery date and resolve through internal/external negotiation and when necessary escalate potential issue to line manager/director at earliest opportunity.
- Provide weekly updates to the line manager.
Provide reports on work in progress highlighting potential issues/customer changes and customer sign-offs.
- Attend management/customer meetings when requested.
Attend all meetings as requested and provide accurate information in a professional manner focussing on customer satisfaction at all times.
- Ensure projects are well documented and current status available at all times to the business.
Share up-to-date information with all parties concerned through implementation of project software.

The Candidate

- Successful record of project management.
- Good technical knowledge of networking and Internet services.
- The ability to work under pressure to meet deadlines.
- Customer satisfaction focussed.
- Excellent communications skills and telephone manner.
- Project management related qualifications preferable.
- Ability to work unsupervised.

This job description is a guide to what the post holder will initially be required to undertake. It may be changed from time-to-time to meet changing circumstances. The role is a full-time position based in the Loughborough office but may involve attending customer meetings both on and off site.

PERSON SPECIFICATION

Role: Project Coordinator

	Essential	Desirable
Qualifications:	<ul style="list-style-type: none"> • Degree or equivalent 	<ul style="list-style-type: none"> • Project Management related
Experience	<ul style="list-style-type: none"> • Proven track record in project management • Customer facing role • Knowledge of network services • General awareness of network delivered applications • Meetings/reporting at management level 	<ul style="list-style-type: none"> • Worked within ISP/Telco/ Networking environment • Awareness of future technologies
Specialist Skills	<ul style="list-style-type: none"> • Good interpersonal and communication skills • Excellent planning and organization skills • Multi-tasking several projects 	<ul style="list-style-type: none"> • Recognised project management software
Disposition	<ul style="list-style-type: none"> • Ability to work to demanding timelines • Ability to work on own initiative and take responsibility • Responsive to change • Ability to learn new technologies • Good team worker 	<ul style="list-style-type: none"> • Ability to deliver commitment to continuous improvement • Professional attitude to work with a drive to progress • Ability to manage conflicting priorities
Circumstances	<ul style="list-style-type: none"> • Flexibility to accommodate peaks in workload • Willing to travel to customer sites when necessary 	<ul style="list-style-type: none"> • Willingness to train others when required