

Project Coordinator

Location: Hybrid - Office & Home with one day in the office per week and occasional site visits

Hours of work: 37.5 hours per week

Reports to: Dynamics Team Head

A bit about us:

We started up over 30 years ago, with the aim to make the lives of Manufacturers and Distributors easier and our aim has remained steadfast ever since. We like to think we have come this far because our customers know we want to help them - in the best way possible.

Microsoft Dynamics 365 is our tool of choice to help our customers achieve their business goals and we help our customers succeed because we believe in leading with business objectives, not technology. We take the time to develop an understanding of each customer's business while encouraging and educating them about best-practice processes.

We are a Great Place to Work® Excellence in Winner (over numerous years) and by having the right team in place (with the relevant skills and experience) as well as enjoying what they do and where they work, means we can deliver the projects that make a real difference to our customers.

Our obsession has always been to use technology to make our clients' businesses more efficient, and our people are critical to us in achieving this goal. With our people as our most valuable asset, our involvement in Great Place to Work® means we can continuously benchmark and improve our peoples' experiences to build and sustain great customer experiences.

Overall Responsibilities:

You will be the point of contact for the client, using your knowledge to provide them with details relating to project content, status and direction. You will work closely with the Project Lead to successfully plan, resource and deliver the project, ensuring all stakeholders commit to, and follow the plans you set out.

Main Areas of Responsibility:

- Coordination of resources and budget within IT software projects, running 8+ projects at any one time
- Reporting updates to the Project Lead, Project Sponsors and Customers
- Coordinates the delivery of projects to agreed time, budget, and scope
- Create, maintain and work with the Project Lead to manage potential deviations
- Accurate record keeping and time management throughout the full project cycle
- Recording and reporting project risks

- Regular updates with internal departments
- Facilitate customer facing update and review calls

The Person

We are looking for someone who has a background in delivering, assisting and organising multiple projects for external customers, or someone who has worked in a fast-paced customer centric environment.

You will have the ability to build relationships and negotiate both internally and externally to achieve successful delivery therefore, your customer service, organisation, time and people management skills are more important than detailed knowledge of the IT solution.

You will also have a desire to be part of a growing team and to strengthen processes to achieve results together. If this is you then you might be the perfect fit!

Communication

- Exceptional customer service, communication, people management and interpersonal skills
- Passionate about delivering excellent solutions for customer

Skills

- Strong organisational skills to manage multiple tasks to costs and timeline
- Systematic approach to working through projects
- Ability to work with, and adhere to company processes, yet adapt your own style to deliver
- Ability to work effectively in a team environment.
- Good background in building relationships with customers and business teams
- Negotiation skills to maximise resource to achieve the set goals

What we offer:

- A competitive salary depending upon experience
- Competitive annual leave that includes an entitlement to an extra day's holiday for each calendar six-month period completed with no sick leave.
- Access to our Employee Assistance Programme – offering a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues.
- Death in Service: you will be enrolled in our Company Death in Service Scheme (unless you wish to opt out) – the cover is for 4 times your salary.
- Private Health Insurance – you are able to join our Company Health Scheme upon commencement of employment
- A friendly and collaborative work culture, with regular social events
- A chance to work with some of the most talented and innovative people in the industry
- A continuous learning and development program, with opportunities to grow your skills and career

Diversity and Inclusion

Tecman is committed to promoting equality of opportunity for all employees and job applicants. We aim to create a working environment in which all individuals can make the best use of their skills and can express and develop their potential, from the moment they are hired and throughout their career, by offering a diverse and inclusive community that respects individuals and enables them to strive for success in order to contribute positively to the business, free from discrimination or harassment.

We are passionate about our employee's development, and we value potential and a growth mindset as much as experience and expertise and we therefore encourage you to apply, even if you feel you don't meet all of the requirements of the role as mentorship, coaching, development and support will be provided.

You must have the legal right to live and work in the United Kingdom.