

# 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

## 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
- Delivering 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

- 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
- Organisational skills to manage multiple tasks to costs and timeline

## Desirable Experience

- Prince2/APM qualified or similar qualification, but not essential if proven track record is available
- Understanding of ERP flow (Hi level, not necessarily functional)
- Worked with NAV/ Business Central / Dynamics CRM
- Experience of providing IT solutions to multiple clients using a variety of technologies

#### **Other**

- Full driving license is beneficial although not essential as the role will involve occasional site visits

#### **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.*