

JOB SPECIFICATION

Title: Project Coordinator – Software Asset Management

Responsible to: Service Delivery Manager

Accountabilities and Responsibilities

- Provision of excellent Project Coordination and Administration Services and Support to both our External and Internal Customers via the telephone, email system and face to face and to maintain a high level of Customer satisfaction at all times.
- Assist the Service Delivery Manager and Customer Services Team to coordinate and schedule Project Management activities, Resources and information to ensure we can deliver Projects quickly, efficiently, on time and within scope and budget whilst ensuring that the clients' needs are met as the project evolves.
- Act as the point of contact and communicate project status to all Internal and External stakeholders involved, including our Sales Teams and SAM Consultants throughout the project lifecycle.
- Keep all Team members up to date with current Project information and ensure free flow of communication to ensure optimal strategy and maximum efficiency.
- Request all MLS for the Microsoft Reviews and ensure these are received in a timely manner.
- Prepare and issue Welcome Pack for all Projects and Managed Services and answer any questions arising from this as first point of contact, handling any issues that arise.
- Issue all appropriate legal paperwork (e.g. PID's, SOW, Process Documents) ensuring complete accuracy and high attention to detail.
- Ensure that our online Project Management tool is updated daily as a minimum and regular meetings are held with the SAM Consultants in order to keep this up to date with the latest position of all Projects to ensure we have an up to date reference point at all times.
- Provide any Administrative Support as needed and undertake any other project tasks as required.
- Be Pro-active and have awareness in identifying possible Sales opportunities for License Dashboard and Phoenix Software Products and Services, e.g. Customer Training or Support Level uplift and notifying relevant Sales Teams where applicable.
- Develop and maintain communication skills appropriate to the environment.
- Understand and pro-actively operate the escalations procedure where needed.
- Develop and maintain an understanding of existing Processes within the SAM Team, questioning and challenging where required and suggesting changes or improvements. Be Pro-active and forward thinking with ideas and suggestions for new Processes or better ways of working and assist with the implementation of new Processes and changes where required.
- Completion of any other administrative tasks as required by the SAM Team to ensure we can deliver Services on time and to always be willing to carry out any other reasonable request.
- As we constantly review and restructure our processes and procedures to ensure we are providing the best Service possible, this role will expand, and additional responsibilities will be added as required by the Service Delivery Manager.

Knowledge and Key Skills Required

- A Project Management background (minimum 1 year) with excellent Project Management and Customer Service skills and proven work experience as a Project Co Ordinator or similar role
- Experience in Project Management from conception to delivery
- Knowledge and understanding of Project Coordination and scheduling
- Proficient in the use of Word, Excel, Outlook and PowerPoint
- Strong working knowledge of Microsoft Project
- Hands on experience with Project Management tools (e.g. Trello, Resource Guru)
- PMP/PRINCE2 certification is a plus
- Familiarity with risk management and quality assurance control
- An ability to prepare and interpret flowcharts, schedules and step-by-step action plans
- Professional telephone manner, call handling and active listening skills
- Excellent verbal and written communication skills
- Strong analytical, problem solving and decision-making skills
- A strong eye for detail
- High degree of multi-tasking with the ability to coordinate completion of multiple tasks and deadlines, prioritise at short notice and excellent organisational and time management skills
- Ability to work under pressure whilst maintaining a high degree of accuracy
- Ability to prioritise work, with minimum supervision and use initiative to ensure that deadlines are met
- Ability to work on your own and as part of a team
- Assertive, highly efficient, approachable, confident, positive and professional manner, good sense of humour with the ability to adapt and respond to different types of characters at all levels
- Flexible and adaptable as the business demands
- Must have a “can do” attitude at all times and a Healthy dose of common sense

Personal and Team Development

- Help develop and train other staff members on the Team, particularly New Starters
- Identify training needs or requirements for yourself individually or for the team
- Comply with all Company, Department and Customer policies and procedures to include attending team meetings and completion of administrative tasks