

Job Description



Purpose: To provide clear information on a specific job role

Applies to: Prospective & current employees at Frontline Consultancy. Owner: HR Manager

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The Job: Resource and Operations Co-ordinator



We are looking for a self-motivated, driven, detail-oriented Resource and Operations co-ordinator with IT industry and in-depth project methodology experience to join our business to support our project managers.

Principle Responsibilities:



- Setting up new projects, associated controls and workspaces
 - Overseeing consultant time reporting, accuracy and quality
 - Working with clients to schedule projects, including providing updates throughout the process.
 - Coordinating with the Finance team to monitor project budgets, revenues, cost overruns and non billable time.
 - Coordinating with the admin team and suppliers to schedule deliveries of equipment, licences and materials for projects
 - Scheduling the professional services engineers to project work.
 - Reviewing project deliverables to ensure that they adhere to the delivery framework and expected governance.
 - Assistance with contract management and onboarding and forecasting of recurring revenue
- Supporting active projects by reporting on project spend and tracking customer contract expiry dates
 - Support monthly invoicing processes and pre-paid consultative time bank reporting to customers.
 - Develop and run performance reports, report to the Project Managers about the project status, reconcile budgets and actuals as required
 - Ensuring contract change notes (CCN) are processed correctly through the systems and the customer billed.
 - Assist the Project manager with follow up actions, issues and changes.
 - Support project managers with maintaining Delivery Framework best practices
 - Support and maintain a three-month resource schedule and monthly delivery/recurring revenue forecast (and MTD/YTD) progress reporting



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- Portfolio/dashboard reporting
- Managing customer project satisfaction (feedback and reporting)
- As required, attend the office to assist finance with accurate month end reporting.
- Other ad-hoc tasks/assistance as determined by line manager
- Adherence to, and support of, Frontline values
- Adherence to, and support of, ISO procedures

Person Requirements:



Qualifications and Experience

- At least two years' experience in a similar role
- Advanced Excel skills, including pivot tables
- Strong organisational skills
- Experience working with Autotask software
- Experience working with SharePoint and Teams
- Knowledge of Project Management and PMO Policies, Processes & Procedures, methodologies and toolsets is preferred but not essential

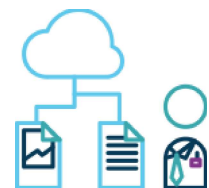
Preferred Skills

- Strong communication skills, both verbal and written
- Exceptionally well organised self-starter with the ability to self-manage workload and day-to-day work
- Excellent analytical, problem solving, and multi-tasking skills
- Proven time management skills and an ability to produce deliverables to a deadline
- Team player who will work across the organisation and company to continue improving the way we serve our clients

Frontline Values:



- Deliver outstanding customer service.
- Quality results with passion and professionalism.
- Deliver outstanding customer service.
- Provide quality results with passion and enthusiasm.
- Together everyone achieves more.



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- Operate with integrity in everything we do.
- Create and innovate.
- Be the best.
- Own it.