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