

Project Services Co-Ordinator

Reporting to: Director of Project Services **Department:** Project Services

Location: Cardiff/ Eastgate Office

Days: Monday- Friday **Schedule:** Standard office hours

Purpose of Role

Responsible for assisting the Project Services Managers (PSMs) to plan and manage the resources for client projects. To assist and deputise for the senior Project Services Co-ordinator in leading the administration team.

Main Tasks and Objectives

- To plan cabling and equipment installations at customer sites in conjunction with project service managers (PSMs) to ensure full functionality of projects.
- To co-ordinate site meetings throughout the project.
- To maintain and update the Company's "Metrix" system with the project services data to ensure it is accurate at all times.
- To maintain and update project calendar to ensure an accurate and current picture of projects is available at all times.
- To maintain the project log, to keep active schedules accurate and liaise with 3rd parties if schedules change.
- Support the PSMs in controlling the budget of a project based on information provided and scope of work.
- Liaise with customers to ensure open communication channels, keeping customers informed and ensure their needs are met. To be the key point of contact when the PSM is absent on any particular project.
- To plan, allocate and control project resources i.e., sub-contractors, suppliers etc. and highlight any issues to the PSMs.
- Be the point of contact for sub-contract engineers in conjunction with third parties. Includes ensuring technical support and training, management of invoices and dealing with 'no shows'.
- To arrange equipment, purchase if required through the account management and procurement team and arrange the receipt into the business and subsequent picks and delivery to site.
- To ensure sub-contract engineers adhere to company health and safety procedures and raise any concerns to PSM or sub-contract company as applicable.
- To be responsible for the completion of all necessary documentation throughout the project until its closure.
- To collect completed reports from 3rd party suppliers and return to customer within agreed timescale.
- To liaise with PSMs on any issues that occur and help to resolve issues to conclusion to the satisfaction of the customer.
- To assist the senior project services co-ordinator in leading the project services administration and co-ordination team and to deputise in the senior co-ordinator's absence.

- To assist, if appropriate, in performance management and disciplinary issues.
- To assist the senior project services co-ordinator in ensuring that the health, safety and welfare of the team is maintained on a day-to-day basis.
- Any other duties as assigned by the senior project service co-ordinator or the PSMs in meeting the department requirements.

Outcomes and Deliverables

- Projects run smoothly with minimal delay.
- Any issues that occur are dealt with efficiently and customers feel confident in the business.
- Help to promote high standards of performance within the administration and co-ordination function.

Vista Values

- Customer Focused
- Teamwork
- Professional Standards
- Creative and Innovative
- Passionate and Proud
- Responsible and Accountable
- Ethical
- Honesty
- Trust and Respect
- Environmental Sustainability
- Socially Responsible