



# Project Support Coordinator

## Project Management Office Theale

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### About the role

The role of the Project Management Office (PMO) is to maximise predictable revenues by planning, executing and finalising customer delivery projects according to deadlines and budgets. This includes coordinating the efforts of all team members in order to deliver projects according to plan. The PMO team is central to delivery of hundreds of successful projects, year in, year out, and as a Project Support Co-ordinator, you can make the role a specialism in itself or use the role to develop your career, accruing the experience necessary to become a fully-fledged, autonomous project manager in the field.

As part of the PMO hub, you will need to be office-based, but prepared to travel, if requested, to meet clients occasionally. You will in any case be developing strong client relationships by phone and email. This is a fast paced environment which demands effective prioritisation, excellent time-management and multi-tasking skills.

We are looking for candidates with project administration and client services experience, who are self-starting, committed and resourceful individuals with initiative and a good eye for detail.

### Key Responsibilities:

#### Project Co-ordination and Support

- Independently manage the delivery of straightforward projects, typically application upgrades and training for existing customers, engaging support from Project Managers and delivery teams as required
- Responsible for the co-ordination and progress monitoring of assigned orders and work packages
- Deal with customer requests and project issues
- Cover for colleagues and update them as appropriate on their return
- Set up and raise project invoices, obtaining appropriate customer acceptance in advance; maintaining a regular check of all orders to ensure invoice due dates are accurate and all delivered services are invoiced
- Maintenance of the project library and compliance with relevant standards and processes.

#### Order processing

- Process sales orders, ensuring correct authorisation has been received if required
- Ensure all relevant documentation/correspondence is scanned and attached to back office system
- Issue order confirmation to internal and external customers
- Manage the consumable supplier relationship and process orders with them
- Place purchase orders with suppliers for scanners and consumables
- Process 3rd party purchase orders in line with the project timing.

## Resourcing

- Process requests for services using scheduling software, ensuring that the correct order details are included in the booking
- Work closely with Account Managers, Project Managers and customers to successfully coordinate and confirm work schedules for on-site and off-site services
- Liaise with team managers for all service deliveries.

## Software Licensing

- Process licensing requests for Idox and 3rd party products and action these with suppliers or internally as required
- Assist in the processing of annual renewal licences
- Distribution of software packs and licence keys.

## Subscription Services

- Ensure that Maintenance, Managed Service and Hosting elements are identified correctly on orders that you are responsible for
- Work with the Project Managers to ensure these are invoiced at the correct point in the project and then set up so that they appear on the customer's annual renewals
- Assist in processing the annual/quarterly/monthly renewals for subscription services.

## Scheduled Training

- Manage the publication and organisation of scheduled training courses
- Manage the transport and return of the portable training kit between sites and back to base
- Manage the booking of the scheduled training venues.

## General Responsibilities

- Provide regular and ad-hoc operational and management reports to Line Manager and Department Heads as requested
- Writing and maintaining working processes with other duties to support the team, as defined by line manager.

## To be successful, you'll need:

- Previous experience working in a similar project coordination or management role
- Strong attention to detail and accuracy
- Excellent verbal and written communication skills, strong numeracy skills
- Flexibility and initiative
- Problem solving and analysis
- Good IT skills and confident using Microsoft applications including Outlook, Word and Excel
- Organised and efficient
- Experience using Agresso (or a similar ERP system) is desirable
- Professional manner with customers and colleagues
- Able to prioritise own work and manage deadlines effectively
- Able to work independently



- Confidence in dealing with challenging situations.

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## About Idox plc

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Over 90% of UK local authorities are now customers. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web, and providing elections management solutions. It also supplies in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and facility management applications to many leading companies in industries such as oil & gas, architecture and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world.

The Group employs c.650 staff located in the UK and worldwide, including Asia, Europe and North America. Idox has offices and teams throughout the UK and therefore travel will be required.

## The Benefits

This post commands a competitive salary depending upon experience, along with an excellent benefits package.

## How to apply

Applicants should submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why they feel they would be suited to this role to [Join.Us@idoxgroup.com](mailto:Join.Us@idoxgroup.com).

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

## Privacy Notice

As part of the recruitment process we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read the Idox Recruitment Data Privacy Policy here <http://www.idoxgroup.com/privacy.html>