

Project Administrator

Project Management Office, Entry Level or Apprentice

Theale

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 the delivery of hundreds of successful projects, year in, year out, and as a **Project Administrator**, you can make the role a specialism in itself or use the role to develop your career, accruing the experience necessary to eventually become a fully-fledged, autonomous project manager in the field.

This is a fast-paced environment which demands effective prioritisation, excellent time-management and multi-tasking skills. We are looking for candidates with some project administration and client service experience, who are self-starting, committed and resourceful individuals with initiative and a good eye for detail.

Key responsibilities

Project Co-ordination and Support

- Learn to manage the delivery of project orders and engagements These are typically application upgrades and training for existing customers, where you will engage support from Project Managers and delivery teams as required
- Take responsibility for the co-ordination and progress monitoring of assigned orders and work packages
- Maintenance of a project management tracker, eventually taking responsibility for revenue forecasting
- Assist 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
- 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

- Manage and maintain 3rd party licence returns.

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 co-ordinate 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
- Distribution of 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
- 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 to be:

- Enthusiastic, pro-active and keen to learn.
- Able to demonstrate initiative and be self-driven
- A good communicator both written and oral
- Able to maintain attention to fine detail
- Proactive, with a logical approach, able to complete and finish tasks
- Familiar with MS Office, PowerPoint and Excel
- Open to learning and development
- Professional with customers and colleagues

- Able to prioritise own work and manage deadlines effectively
- Confident in dealing with challenging situations and in resolving any ambiguities.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 600 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism

We shape our future



Responsibility

We are accountable for our actions



Integrity

We do the right thing



Valued

We value each other



Excellence

We set the benchmark for quality

DRIVE

The core values taking us forward

Along with our core values, we are proud to be an equal opportunities employer. We adopt and encourage diversity through an open and inclusive culture that values and respects all our employees, customers and communities in which we live, work and are a part of.

Our Benefits



Flexible Working

We recognise you have a life outside of work, and we encourage flexible working to enable you to balance your work and family commitments.



Health & Wellbeing

We recognise you have a life outside of work, and we encourage flexible working to enable you to balance your work and family commitments.



Family Friendly

We understand how important family is to our employees and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experiences colleagues and you will also have access to online and face to face learning modules including our leadership development programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our pension scheme operates on a Salary Exchange Contribution Basis so you receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to

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.

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 our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>