

Project Administrators

Project Management Office

Idox India, Pune, Maharashtra (Office based)

About the role

With the success of our specialist Development and Testing activities based in our Pune office and ambitious growth plans to triple our number of employees in India in the next 18 to 24 months, we are recruiting for Project Administrators to join our international Project Management Office.

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.

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.

This is a fantastic opportunity for ambitious professionals to develop a career in Project Management from this entry level. In particular, we are looking for self-starting individuals who are confident in their written and spoken English, and also well organised administrators, able to communicate clearly and easily with UK customers and track projects accurately. In return, Idox will provide resources, mentoring and a competitive package (including flexible working), designed to reward success as you achieve your own professional development goals as well as achieving strategic goals and targets for Idox.

Key responsibilities

Order processing and fulfilment

- Process sales orders, ensuring correct authorisation has been received if required
- Issue order confirmation to internal and external customers
- Process 3rd party purchase orders in line with the project timing
- Place purchase orders with suppliers for hardware and consumables
- Manage the consumable supplier relationship and process orders with them
- Manage and maintain 3rd party licence returns.

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
- Manage queries and support requests from across the business using Hornbill.
- Maintenance of a professional services automation (PSA) system, 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.

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.
- Ensuring KPIs are met including for project scheduling and support call handling

To be successful, you'll need to bring:

- 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.

Additional desirable qualities:

- Familiarity with Salesforce, Hornbill and/or Agresso
- Experience of working closely with a UK, European or US IT services business

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 500 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

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Family friendly

We understand how important family is to our employees and provide support through difficult times such as bereavement. Idox offers excellent pay and leave benefits for parents and carers welcoming children.



Community

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



Be heard

Our employee voice is a huge part of life at Idox. We have a number of employee initiatives which support our colleagues to make the most out of their role in Idox. From mental health support to regular CEO Broadcasts, we empower our people to have an impact across our organisation.



Your development

The Idox mentor scheme helps pair you with experienced colleagues to help you achieve personal and professional growth. We also have leadership development and training opportunities to support your career progression.

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 necessary background verification as a standard part of hiring process. 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 our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>