

Job Description: Operations Coordinator

Summary

Reporting directly to the Operations Director your primary responsibilities are:

- Efficient administration of the Project Management and CRM Systems.
- Daily first line support of the software sales; responding to customer enquiries, dispatching software and management of the e-commerce sales.
- Providing first line support to our staff, including placing car, hotel bookings on their behalf and the general coordination of their requirements.
- Providing first line support as part of the reception team, answering business sales queries and general enquiries.
- Management of operational suppliers and the IT infrastructure for the business.
- Management of Company Records and Facilities.
- Maintenance of HR records
- Marketing support for the business
- ISO9001 and ISO14001 Accredited Quality and Environmental Management System Administration.

Project Management Administration

Working alongside the Accounts Manager and reporting to the Operations Director, you will:

- Ensure project opening are completed by the defined completion date (specifically that projects should be added to timesheets within 2 working days) and will include the following:
 - Review the proposal, signed acceptance and entry in Insightly to check the contract values match.
 - Upload project planner to the project management system (Master) and update timesheets. It is your responsibility to ensure any errors/missing info in project planners are rectified in a timely manner.
 - Open project on the accounts system (Sage), send order acknowledgement and create invoicing schedule.
 - Convert proposal to project on the CRM (insightly).
- During the last week of the month notify PM's when projects are near their end date.
- Production of monthly project costs and sales report.
- Monthly checks of timesheets on the Master. This should be QAed by the Operations Director prior to quarterly accounts.
- Oversee project extensions and subcontractors ensuring that the internal process for these are followed.
- Management and execution of monthly invoices milestone project invoicing.
- Provide process and system updates to help ensure maximum efficiency.

Support consultancy proposals including completion of supplier information requests.

Software Sales

Reporting to the Operations Director, you are responsible for:

- Being the daily first line support for all software sales enquiries.
- Issuing quotes and generating monthly renewal emails.
- Dispatching software.
- Managing the e-commerce sales ensuring that customers are added to the appropriate software group.
- Production of FEH Quarterly Sales report and delivery to CEH.

Staff Support and Reception

Reporting to the Operations Director, you are responsible for:

- Providing first line support to staff; including booking cars and hotels on their behalf and the coordination of their general requirements including any training requests.
- Following up on any IT equipment, office and stationary requests
- Managing our operational suppliers such as Enterprise Rent a Car
- Providing first line telephone support; fielding business sales and general enquiries.

ISO Quality and Environmental Management System Administration

The Operations Director has the authority and responsibility for the implementation and maintenance of the quality & environmental system (QEMS) in accordance with the requirements of ISO9001 and ISO14001. The following aspects are delegated to you:

- Promotion of ISO requirement awareness (including environmental matters) throughout the organisation.
- Conduct all primary liaison with Lloyd's Register.
- Organisation of internal audits (conducted by external consultant) and incorporation of the findings into Corrective Action Log.
- Management of the Quality and Environmental Manual and Management Procedures documentation.
- Management of Corrective Action Log actions and Quality & Environmental Reports (QER's) to ensure they are completed in a timely manner.
- Monitoring and keeping records of environmental performance.
- Maintenance of Supplier records.
- Overseeing the WHS wiki to ensure that operational and administrative processes are kept up to date.

You will be conversant with the Quality and Environmental Manual, the principles of both the ISO9001/ ISO14001 legislation, policies, procedures and accompanying SOI's that relate to your work.

Company Records and Facilities

Reporting to the Operations Director, you are responsible for:

- Management of company records:

- Management of company accounts and records with providers eg Amazon JungleDisk & Glacier, Microsoft Azure & 365, LogMeIn, Google emails & Insightly.
- Efficient archiving of project records within JungleDisk and Glacier.
- Maintenance of WHS stationary templates.
- Liaison with insurance broker for PI, PL, Employers insurance. Forms and quotes to be reviewed by the Operations Director.
- Liaison with office facility suppliers.
- Maintenance of HR records (contracts, induction records, appraisals)
- New Staff - contracts, induction preparation, records and accounts set up
- Recruitment support

Marketing

Reporting to the Consultancy Director, you are responsible for:

- Management of quarterly consultancy newsletters and liaison with Platform1 on copy writing of articles, provision of updated recipient list, uploading articles to website and testing of newsletter issue.
- Management and update of website content through liaison with other staff.
- Assisting with general software marketing and consultancy marketing tasks.