



Job Description: Operations Coordinator

Reporting to the Operations Manager, you will be responsible for:

Software Sales and Support

- Being the daily first line support for all software sales and support enquiries, by managing our sales and support inboxes Tuesday-Friday.
- Creating a ticket for each support enquiry and assigning it to another member of the team if required.
- Answering support enquiries on licence questions and problems and setting up user accounts.
- Answering sales enquiries on purchasing software. Issuing quotes and generating monthly renewal emails.
- Dispatching software (including managing the e commerce sales ensuring that customers are added to the appropriate email groups).
- Reporting to the rest of the team during quarterly software meetings on support spend.
- Assisting with website and wiki updates on software FAQs and training material.

Project Management Administration

- 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 our CRM (Insightly) to check the contract values match.
 - Upload project planner to the project management system (Excel Master) and update timesheets. It is your responsibility to ensure any errors/missing info in project plans 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.
- Issue monthly timesheets.
- Oversee project extensions and subcontractors ensuring that the internal process are followed.
- Provide process and system updates to help ensure maximum efficiency. This will include macros and formula updates to our internal PM recording spreadsheets.
- Support consultancy proposals including completion of supplier information requests.

Wallingford HydroSolutions Limited

Registered in England and Wales, No: 05025973

Registered office: Stables 4, Howbery Business Park, Wallingford, OX10 8BA

VAT Registration No: 851427138





Staff Support and Reception

- Providing first line support to staff, this will include:
 - Recording annual leave requests,
 - Booking cars, hotels, and courses on their behalf,
 - Technical support including general IT systems.
- Providing first line telephone support, fielding business sales and general enquiries.

Knowledge base

- Overseeing the WHS wiki to ensure that operational and administrative process are kept up to date.
- Working with the rest of the company to ensure that software and consultancy material are regularly reviewed and updated.

Company Systems and Suppliers

- Maintaining records of IT hardware purchases and software licences.
- Assisting with the implementation of any new IT systems.
- Maintaining supplier records and reviewing suppliers when required.
- Updating WHS templates.
- Assisting the Operations Manager with HR related tasks including recruitment, starters and leavers and staff records.

Marketing

- Posting content to LinkedIn, assisting with idea generation and collating these from staff.
- Managing quarterly consultancy newsletters and liaison with our external marketing company (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.

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