



Job Description: Operations Coordinator

Reporting to the Operations Manager

Project Management Administration

- Ensure project openings are completed within the defined timeframe. Review proposals, signed acceptances, and CRM entries (Insightly) to ensure contract values align.
- Upload project plans to the project management system (Excel Master) and update timesheets. Promptly correct any missing or inaccurate project plan information.
- Open projects in the accounts system (Sage), send order acknowledgements, and create invoices.
- Notify Project Managers of projects nearing completion during the final week of each month.
- Manage project extensions and subcontractor involvement, ensuring internal procedures are followed.
- Check weekly timesheets and upload them to the Excel Master.
- Issue monthly timesheets.
- Produce and distribute proposal follow-up information.
- Support the preparation of consultancy proposals, including completion of supplier information requests.

Office Management

Act as the primary contact for the Cardiff office regarding:

- The Environmental Management System
- Coordination with the landlord (e.g., fire drills, PAT testing, office upkeep).
- Ensure the office is well-maintained and equipped with necessary IT equipment, furniture, and supplies.
- Maintain accurate records of Cardiff IT assets, including updating the asset list and arranging the disposal of obsolete equipment.

Wallingford HydroSolutions Limited

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

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Staff Support & Reception

Provide first-line support to staff, especially those based in the Cardiff office, including:

- Recording leave requests.
- Booking transport, accommodation, conferences, and courses.
- Researching potential annual environment days and social events.
- General IT systems support.
- Handling general phone and email enquiries, including quote requests and questions about software purchases.
- Assist in organising company events.
- Support the Ops team in researching and implementing new company systems.

HR

- Assist the Ops team in maintaining HR records (e.g., contracts, inductions, appraisals).
- Support recruitment by liaising with recruitment agencies and coordinating interviews.
- Handle onboarding and offboarding, including reviewing the staff register and setting up new staff on company systems.
- Record and distribute minutes from all staff meetings.

Marketing

- Update WHS templates with current branding and artwork.
- Support the Senior Operations Coordinator in producing and distributing the quarterly consultancy newsletter and analysing its performance.
- Help maintain an active LinkedIn presence; generate and schedule content and gather and collate contributions from staff.
- Maintain and update the client database and CRM system.
- Assist with updating website content in collaboration with relevant staff and software developers.
- Research relevant conferences and marketing events.
- Support general consultancy marketing initiatives.

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ISO Quality & Environmental Management

- Be familiar with the ISO 9001 and ISO 14001 Management Systems, including their principles and policies.
- Ensure Quality & Environmental Reports (QERs) are raised and addressed promptly.
- Keep the WHS wiki procedures up to date.
- Collate data for the Carbon Reduction Plan and assist with implementing any offsetting activities.
- Maintain supplier records and conduct supplier reviews when needed.

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