

Job Description: Project Co-ordinator

Location: Head Office, Units 1-6, Old Station, Higham, Bury St Edmunds

Reporting to: Lead Projector Co-Ordinator

Direct Team Members: Lead project Co-Ordinator, Senior Project Co-Ordinator, Project Co-Ordinators

Non-Direct Team Members: Customer Co-Ordinators, Aran Surveyor, Aran Cavity Wall and Loft Installers, Aran Planning Manager, Sales Development Manager, Commercial Manager, Technical Manager, Supply Chain Co-Ordinator

Job Role

As a Project Coordinator, your primary responsibility will be to oversee the customer journey, starting from the survey phase and concluding with the successful completion of the project. You will be accountable for delivering multiple installation projects within specified timelines and budgets. This position necessitates strong administrative skills, with a keen attention to detail, the ability to handle multiple projects and customers simultaneously, with a positive, proactive, professional, and process driven approach.

Responsible for: The effective co-ordination of project responsibilities and associated documentation to ensure the successful delivery of a program of works within the set timeframes.

Key Attributes:

- To support and assist the Senior Project Co-Ordinator, Lead Project Co-Ordinator and Senior Management Team.
- To assist with the delivery of the end-to-end management of either individual/multiple jobs contracted to/by Aran Insulation.
- Serve as a point of contact for clients, contractors, and suppliers, maintaining effective communication throughout the project timeline.
- To effectively use Aran's internal CRM system (Instalr) to capture client/customer information and enable accurate business reporting.
- Demonstrate effective time management with the ability to organise and prioritise tasks including multitasking more than one job/project at any one time.
- Foster positive relationships with stakeholders, with an awareness to recognise any potential concerns and highlighting these to your Senior/Lead Project Co-Ordinator.
- Foster positive relationships with any sub-contractors being utilised as part of the Aran program of works.
- Consistently produce accurate work with strong attention to detail, using the pricing matrix where required.
- Consistently maintain accurate project documentation including required client communications.
- Effectively use Microsoft programs such as Outlook, Teams, Excel and Word to produce project documentation including quotes and project trackers, and to schedule and host/attend meetings when required.

Key Attributes Cont.

- Awareness of project timeframes & budgets with the ability to identify any potential risks or issues with relevant personnel within the Aran Insulation team.
- To have a high-level understanding of cavity wall and loft insulation works and to learn the stages of these works to progress jobs efficiently from start to finish, including producing required guarantees, ensuring compliance with industry standards, regulations, and company policies.
- Represent Aran as part of a project team during off site or online client meetings.
- Effectively liaise with sub-contractors.
- Where applicable ensure all PAS evidence is available and correct.
- Understanding of the purchase order process and able to raise/process purchase orders.
- Understanding of the invoicing process and able to raise/process invoices.

Company Objectives:

- Achieve business process “right first time”
- Develop and deliver the Aran culture
- Achieve group turnover for the year
- Grow and retain client base to meet turnover
- Grow supply chain to meet group turnover

Personal Objective:

- To grow job specific and industry knowledge by going out in trade to observe Installers and Surveyors. (Dates to be agreed with Senior/Lead project Co-Ordinator upon completion of 3-mth probation review).

The Project Coordinator will be based at the Aran Insulation Head office, in Higham and will work normal office hours Monday to Friday 9am to 5pm, however on occasions it will be required to work outside these hours and away from the head office. Staff are required to attend occasional training courses, conferences and meetings that may necessitate staying away from home overnight.

Note:

This is a description of the job as it is constituted at the date shown. It is the practice of Aran Insulation Limited to periodically review Job Descriptions to ensure they relate to the job performed, or to incorporate any proposed changes.

Aran Insulation Limited is fully committed to Equality, Diversity and Inclusion in all areas of our business including the appointment of staff. We ensure that applicants who meet our shortlisting criteria are invited to our recruitment process.

Due to the nature of our work, we undertake criminal record checks with the Disclosure and Barring Service for all successful applicants, and periodically thereafter. Should an applicant not satisfy our background checks any conditional offer of employment or employment may be withdrawn.

Benefits

- Casual dress
- Free sandwich Friday
- Annual Christmas party
- Company Christmas shut down
- Employee assistance programme provided by Bupa

Schedule

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Salary

Between £23,000- £27,500 P.A

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In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible, management reserves the right to make changes to your job description following consultation.

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Job Types: Full-time, Permanent

Pay: £23,000.00-£27,500.00 per year

Benefits:

- Bereavement leave
- Casual dress
- Company events
- Company pension

- Free parking
- On-site parking
- Referral programme
- Sick pay

Schedule:

- Monday to Friday

Description prepared by: Craig Thomson (Director of Operations)

Description approved by: Mark Randall (Managing Director)