

# Job description – Delivery Team – Project Coordinator

JOB TITLE	Project Coordinator
DEPARTMENT	Operations
REPORTING TO	Project Manager
RESPONSIBLE FOR	Event Delivery, relationship management and support
LOCATION	Leeds

## **JOB ROLE:**

With support from the Project Manager, you will lead the development and delivery of a programme of events for children and young people across our operating areas. You will ensure these events are of a high quality and achieve their agreed aims and objectives.

You will be responsible for the relationships with the businesses and schools we work with. You will support the business volunteers that deliver the programme, ensuring they have the tools and information they need to provide the best possible activities and outcomes for each event.

## **RESPONSIBILITIES:**

Work within a small team ensuring that allocated projects and goals are delivered to specification, ensuring:

### **Delivery of events and activities and programmes**

- Plan and deliver events and projects from start to finish in line with the agreements we have in place with our partners
- Attend the majority of events in order to host the day and support the engagement between the business(es) and school(s)
- Ongoing monitoring of allocated projects to ensure key outcomes are met within scope, identify potential risks and issues, addressing these accordingly
- Prepare and issue accurate documentation required for effective project delivery
- Source, organise, train and manage volunteers where required.

### **Reporting**

- Use event feedback and other resources to prepare and produce project reports as required
- Support the Development team where required to create case studies or other marketing materials
- Accurate recording of data using bespoke management information systems.

### **Relationship Management**

- Ensure effective and productive relationships are established and maintained with clients ensuring customer satisfaction and client retention
- Act as an ambassador for the business and promote Ahead Partnership externally.

### **Team support**

- Work with other team members to ensure high level performance using organisational tools and systems in adherence with company policy.
- take responsibility for your own professional development with support from your line manager.

### **Service development**

- Proactively contribute to the development and continuous improvement of the business.
- Identify opportunities to generate additional value for money from our partners.

### **Internal collaboration and support**

- Provide support to the Business Development & Partnerships Manager as and when required, identifying worthwhile PR and business development opportunities related to programme successes
- Cover for the Project Manager as appropriate.

### **General**

- Undertake other duties as requested and commensurate with the post
- Travel across England and occasional unsociable hours may be required.

**PERSON SPECIFICATION**

<b>JOB TITLE</b>	Project Manager	
<b>DEPARTMENT</b>	Operations	
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>SKILLS</b>		
Demonstrable planning and organisational skills	X	
Proven relationship management skills	X	
Strong Microsoft Office skills	X	
Good level of spelling and grammar	X	
Proven influencing skills	X	
Excellent communicator	X	
Demonstrable ability to work as part of a team	X	
<b>KNOWLEDGE/QUALIFICATIONS</b>		
Degree calibre or experience of project/event delivery	X	
Experience of working with young people and running workshops with young people		X
Project/programme management qualification or experience of successful project management		X
Experience/qualifications of coaching/mentoring others or willingness to undertake this	X	
<b>EXPERIENCE</b>		
Working in a customer focussed environment	X	
Outbound sales experience / working to targets		X
Experience of working as part of a team to successfully deliver outcomes to customers within limited resources	X	
Demonstrable experience of developing and managing key relationships	X	
<b>PERSONAL CHARACTERISTICS</b>		
Flexible	X	
Team Player	X	
Ability to Work under Pressure	X	
Self Motivated / Positive	X	
Reliable / Punctual	X	
Commitment to deliver exceptional service	X	