

Job Description

Job Title	Project Coordinator
Department	Services
Location	Bathgate, travel as business needs require
Reporting to	Administration Manager
Line Manager to	N/A
Key Relationships	Operations Director: Contracts Manager: Operations Delivery Supervisor, Claims Department, Finance Department, Customers, Clients, Site team, HR, and H&S.

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.

You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.

This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.

Role Overview:

We are seeking a focused and determined individual with a passion for analysis and strong reporting skills to support various contracts and projects across our departments within Everwarm. The role will provide project and administrative support within the Insulation, Survey, Services, and ECO contracts, along with aiding and coordinating requirements in line with Trustmark/PAS Compliance and ensuring all documents and reporting functions are submitted accurately and efficiently.

General Duties/Key Responsibilities:

- Have a clear understanding of the key departmental projects and contracts, including but not limited to Changeworks and local authorities, to ensure the smooth running of the project from an administration perspective.
- Undertake delegated work as directed by the Operations Director and Administration Manager i.e. one-off projects/reporting.
- Supporting the 360-contract/scheme process, including aiding the project to be in line with legislative and key process changes.
- Be part of and support the central point of communication for queries and liaise with the Contracts Manager all Site Staff (including Sub-Contractors) where appropriate
- Support planning and processes to ensure project KPI's are met.
- Reviewing and issuing survey programmes including updating survey status and survey uploads
- Gathering completion documents and files together in preparation for submission to clients.
- Input into company database.
- Liaise with internal departments and external companies to ensure accuracy of documents submitted, resolve queries.
- Dealing with correspondence, complaints, and queries
- Providing data to aid the preparation of weekly/monthly reports.
- Ordering materials as project needs

Job Description

PERSON SPECIFICATION

Skills and Abilities

- You will have excellent administrative skills and data entry experience.
- Ability to work as part of a team as well as autonomously.
- Excellent attention to detail.
- High numerical efficiency.
- Excellent communication and interpersonal skills
- Ability to meet and exceed customer expectations.
- Experience of Outlook packages (Excel, Word, Outlook)

Qualifications

No formal qualifications are required for this role.

Additional Requirements:

- Flexible approach to work.
- Disclosure Check

What We Offer

- Competitive Salary
 - Employer contributed pension scheme
 - Employee Assistance Programme with 24 hours telephone and online access and 6 counselling sessions.
 - 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
 - Generous sick pay
 - Get rewarded for innovation! Maybe you are the next James Dyson? Our Innovation Station rewards employees and their ideas that help continuous improvement across the business.
 - Enhanced Maternity and Paternity Leave as part of our family-friendly benefits.
 - A Flexible Benefits Scheme (including buy and sell holidays, bike to work scheme, and Healthshield care plan).
 - Access to working group representatives including our ERC, Gender & Equality, and Ethnicity & Diversity for your voice to be heard and help us keep that personal touch.
 - The opportunity to join our Sharesave Scheme to become a shareholder in the Sureserve Group and start saving today!
 - Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
 - Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g., Everwarm Family Fun Day, Summer BBQ, Christmas Night