

Job Description

Job Title	Project Support Coordinator (Green Homes)
Department	Services
Location	Bathgate, travel as business needs require
Reporting to	Project Coordinator/Operations Director
Line Manager to	N/A
Key Relationships	Operations Director, Area Manager (Green Homes), Project Coordinator, Green Homes team, 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:

To support the successful delivery of the Green Homes project. Providing project and administrative support within the Green Homes Project and customer/client focus across including multiple site contracts.

General Duties/Key Responsibilities:

- Have a clear understanding of a day-to-day basis of the Green Homes Project as well as tasks assigned to the project to ensure the smooth running of the project from an administration perspective.
- Undertake delegated work as directed by the Operations Director and Project Coordinator i.e. one-off projects/reporting.
- Supporting the 360-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 to the Green Home project and liaise with the Operations Director and Project Coordinator and all Site Staff (including Sub-Contractors) where appropriate.
- Support planning and processes to ensure project KPI's are met.
- Following up and ensure resolution of customer complaints.
- Dealing with correspondence, complaints, and queries
- Providing data to aid the preparation of weekly/monthly reports.
- Liaising with staff, suppliers, and clients
- Adhering to procedures/office administrative systems
- Processing, updating, and issuing programmed works and uploading to relevant in-house and external databases.
- Producing quotes for Green Homes applications
- Supporting the Project Coordinator to create and produce project progress reports for Senior Management and clients.
- Focusing on customer engagement and service and ensuring the successful delivery of the project, assessed via customer feedback.
- Liaising with field-based teams daily to ensure job allocation and completion.

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- Responding, logging, and tracking of customer complaints and reaching successful outcome.
- Notification of signs off on client database and provide completion packs.
- Monitoring and closing off all aspects of completions.
- Reviewing and issuing survey programmes including updating survey status and survey uploads
- Answering and directing customer calls
- Ordering ad hoc materials as project needs

PERSON SPECIFICATION

Skills and Abilities

- You will have excellent communication skills with a proven ability to influence others and able to convey technically challenging information through a variety of media including presentations, written reports, diagrams, and graphics.
- You will have a proven ability to solve technical and non-technical problems with skills in resolving conflict and managing risk.
- You will demonstrate a high level of commitment and flexibility and be eager to accept responsibility.
- You will act with integrity and professionalism, gaining the trust of Clients and colleagues.
- You will have the ability to priorities work to deliver successful outcomes
- A willingness to work flexibly to deliver projects to time and budget is essential.

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
- Generous sick pay
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- 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 out!
- Access to Flexible Benefits Scheme (including buy holidays, discount to retailers, bike to work scheme, Healthshield care plan, and many more).
- Work for PLC Company with option to join share save scheme.