**Position**: **Project Co-ordinator**  **Date**: **February 2022**

**Department**: **Business Improvement Team**

**Reporting to:** **Business Improvement Manager**

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**JOB DESCRIPTION**

### SUMMARY OF ROLE

### This is a critical role within the business to help deliver process improvements, efficiencies and development across the business, to ensure we meet client and business requirements now and on-going.

### Primary function to work as part of the Business Improvement Team to support and deliver process and system improvement projects

### KEY RESPONSIBILITIES

* Scoping and documenting Business Requirements Specifications for business process improvement projects and requests, liaising with stakeholders for input and clarification of requirements
* Create and maintain As-Is and To-Be process flows as part of this specification
* Taking part in project meetings, proposing adjustments, taking minutes & following up on action points
* Co-ordinating with all project teams and stakeholders to ensure projects remain on schedule
* Keeping track of project progress to ensure we stay on track to meet milestones and targets, and provide related reporting
* Organising and recording all project-related paperwork and documentation
* Supporting testing of system improvements and process changes with project teams and end users, to ensure they meet project expectations
* Supporting implementation and roll out of projects to end users, ensuring the process changes are understood and imbedded effectively, including providing any required documentation
* Ensuring all projects deliver desired and proposed benefits to the business
* Monitoring and tracking results and benefits of projects delivered

**PERSON SPECIFICATION**

**Key Skills & Personal Attributes**

* Ability to work under pressure
* Knowledge of computer project management software
* Determination and persistence
* The ability to trust their intuition with minimal supervision
* Good verbal and written communication skills
* Excellent leadership skills
* The ability to work well in a group setting
* Thorough attention to detail
* Empathy and situational awareness

**Knowledge and Experience**

Essential:

* Previous experience as an Assistant Project Coordinator or in process management
* Experience of process automation & process tracking, and implementation of solutions

Desirable:

* Supply Chain and Postal industry experience
* An understanding of the different types of project management concepts & hands-on experience in implementing these

**Education and Training**

Essential:

* Educated to A Level standard or equivalent
* Degree / apprenticeship / Diploma in business or project management

Desirable:

* Project Management qualification eg Six Sigma, Prince2, etc

### SCOPE OF POSITION

### Normal hours will be 7.5 hours per day Monday to Friday, with 1 hour for lunch.

Working relationships include interaction with the all departments and contacts across the business, including Data Bureau, IT, Commercial, Client Services, Sales Team, Clients, Mailhouse, Distribution, Warehouse, Invoicing, offshore teams and outsource providers.

LOCATION

This position is located at our Head Office in Hatfield, Hertfordshire.

It is the company’s intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change, and the jobholder’s obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definite and exhaustive statement.