

PROJECT COORDINATOR

Department: Production

Reporting to: Operations Director

Hours: Full time - Maternity Cover (1-year Contract)

Location: Commerce Road, Lynch Wood, Peterborough

ABOUT E4EDUCATION

e4education was established in 2001 and over the past 17 years has built up a client base of over 1,800 schools. These are made up of not only primary, secondary, special and independent but also our growing number of trust customers.

It is our mission to help schools succeed by developing software that enhances learning and communication. The education sector has always been at the forefront of our business and we are extremely lucky to be working with some truly remarkable schools.

The education landscape has altered significantly over the past five years. With the changing political landscape comes the change in the ways schools are run, governed and inspected. Our vision is to continue to grow as the leading website design and development provider within the education sector and this role is pivotal to ensuring that success.

We strongly believe that a company is only as good as the people in it. We take great care to employ the very best people for our business, ultimately to create and deliver an exceptional experience for our clients. Our teams love what they do, and we believe that makes all the difference. Our company expects hard work and commitment from our staff and in return we ensure our employees feel valued, involved and appropriately rewarded.

WHAT ARE WE LOOKING FOR

The smooth production of any project is an essential prerequisite, ensuring that the customer journey is an effective and enjoyable experience - maintaining happy relationships and keeping customers coming back time and time again.

As Project Coordinator, your role will be to implement this effectively, and constantly push the boundaries on producing best practice in terms of customer satisfaction and working methods.

You will be running your own projects and will have multiple active projects at any one time and quite often have multiple priorities at the same time. As such you will need to be an effective planner and not be flustered by switching from one task to another as the need arises, prioritising accordingly and working by yourself and with the team to ensure you deliver everything on time.

Where the scope of the project changes while the project is in progress, you will be expected to discuss this with the customer and where necessary, deliver a quote for additional work and/or adjust the schedule accordingly.

It is imperative that you have a strong will, you will be co-ordinating multiple different internal departments and 3rd party suppliers, always striving to achieve the best result for our clients. You must also be empathetic to the work loads of those people. You must be able to discuss workloads and agree timescales, having a flexible approach at all times whilst at the same time meeting customer expectations.

You will also be working closely with assigned designers. It is important that you build up a good working relationship with these colleagues, communicating effectively both verbally and written.

Apart from this your energy, enthusiasm and confidence will enable you to deal with daily challenges you may face!

It would be beneficial for you to have commercial experience of working in a design or internet focused company, however training would be considered for the right candidate.

RESPONSIBILITIES

- To create project briefs, plans and timelines both for the customer and our internal teams
- To ensure the efficient and timely running of all the projects that you are responsible for
- To build a close working relationship with all departments and work effectively with those departments
- To organise, attend and chair where necessary any project meetings
- To always strive to achieve the best result for our customers

WHAT ARE THE KEY ACCOUNTABILITIES?

- To ensure that all project records are kept up to date and accurately, ensuring that all relevant people are always aware of the status
- To ensure that your customers are contacted within the guidelines set out by your manager
- To ensure that all communication is clear, concise and accurate
- To maintain a high level of customer service at all times

YOU WILL RECEIVE FROM US

We have a great working environment with a calm atmosphere. Company social events, regular fund-raising activities, a fantastic break out area, monthly 'lunch-on-e4e', an extra day off on your birthday are among some of the things that makes working at e4education a must.

- Salary: Competitive
- Flexibility for a work life balance.
- Fantastic open plan office environment.
- Excellent employee facilities.

**To apply please send a CV
and cover letter to:
hr@e4education.co.uk**