

Job Title	Project Co-ordinator	Line Manager	Project Manager
Responsible for	N/A	Location	Aylesbury, Buckinghamshire
Salary Scale	Range from £26,500 - £28,000 per annum + benefits		

Overview of Company

GHPC Group Ltd is a multi-disciplinary construction consultancy covering the whole of the UK. We offer an integrated development solution to the construction industry from an experienced team of Chartered Surveyors, Principal Designers, CDM Experts and Defects Claims Experts.

Our extensive professional expertise allows us to have a very realistic view of the development process; as such, we are trusted partners to many UK based developers and clients, able to provide our clients with a value-added, quality service for a flexible & workable price, allowing them to use us as much as they need.

We specialise in the investigation and resolution of building defects across the UK, supporting clients in the residential and commercial property sectors, delivering effective and efficient solutions through our nationwide network of specialist subcontractors. Our mission is to protect our clients' assets by identifying issues early and managing high-quality repair and remediation work.

Overview of Position

The postholder will be responsible for the effective co-ordination of customer service projects to ensure that the business unit meets its financial, quality and customer service targets.

The role of the Project Co-ordinator is integral to delivering the customer service GHPC requires, to timescales, in an efficient manner.

Very good interpersonal, project management and team skills are required for this role, since there will be a high level of interaction with trades, suppliers, clients, sub-contractors, customers and other stakeholders.

Key Functions of Role

The position will involve (as a minimum):

- Represent the Company as a key client contact, dealing with client requests and management of client accounts.
- Work with colleagues to manage client projects for GHPC from inception to completion, being a key interface between the Company, any third-party consultants, sub-contractors, and clients.
- Manage existing and new relationships with clients in co-ordination with the Project Manager.
- Co-ordinate information flow for client projects, liaising with client contacts to clearly establish workload and works requirements, and customer contact details and requirements.
- Assist the Senior Project Co-ordinator with co-ordinating customer client meetings, including production of agenda items, and recording and distribution of agreed action points.
- Regular communication with client customers on key dates at start of works to check contracts have attended as arranged, and ensure the customer understands the work which is to be carried out and the estimated timescales, managing expectations, and advising of the importance of the customer satisfaction questionnaire at work completion.
- Prepare and co-ordinate issue and collection of customer satisfaction questionnaires and report results weekly to the Project Manager.
- Act as a key information co-ordinator for projects, ensuring all stakeholders are aware of (and adhering to) the required communication processes and responsibilities, and ensure consistent and regular communication with all parties including clients, sub-contractors, third-party consultants and internal teams.
- Ensure all system-recorded tasks are updated and completed within the required SLA timescales, retaining responsibility even where the activity is delegated to others.

- Ensure the system is kept up-to-date with sufficient and accurate information, and ensure that any jobs which can be closed out, are done promptly.
- Follow agreed process for engaging trades, processing Purchase Orders for contractors, obtaining and co-ordinating receipts in electronic format, and monitoring trade purchases to highlight positive and negative trends, providing a weekly report to the Project Manager on any non-adherence to agreed process.
- Co-ordinate team project diary, ensuring cover for early and late hours, on a monthly basis, to be agreed at least 1 week ahead of month start.
- Ensure accurate information is provided to the Senior Project Co-ordinator to manage the Job Diary whiteboard, ensuring all cases are displayed and the board is updated daily for accuracy.
- Maintain an up-to-date list of suitable trades, contractors and specialist, identifying gaps, and researching potential new contacts, in liaison with the Project Manager.
- Prepare and issue trade job packs, ensuring ready for collection & distribution as required.
- Monitor compliance with requirements of trades, contractors and specialists and support the Project Manager to action any non-compliance issues.
- Assist with invoicing and payment processing activities for contractors and internal stakeholders.
- Report any quality, health & safety or budgetary issues or concerns in a timely manner, liaising with the Senior Project Co-ordinator to identify required follow up actions, supporting the management team in implementing any required.
- Maintain exceptionally well organised, accurate and detailed project records on the Company system ensuring all relevant documentation is clearly labelled and stored in a logical manner.
- Provide project and operational support to the Senior Project Co-ordinator and Project Manager as required.
- Assist the Senior Project Co-ordinator and Project Manager with file review and audit preparation, ensuring that project files are complete and accurate.
- Assist other Company departments as required, ensuring good communication and input into the overall company processes and procedures as required.
- Assist the Company Directors in the growth and development of the GHPC brand, developing new contacts with clients to assist in securing new work streams for GHPC, and promoting all services offered by the Company.
- Any other duties as reasonably required by the Company.

Key Attributes for Post Holder

- Experienced administrator preferably with a formal education or relevant training – although this is not compulsory, depending on experience. The candidate should hold at least a Higher / A Level in English and preferably Maths.
- Sufficient experience of, and confidence in, administration and business processes, to be able to hit the ground running in a busy office environment.
- This role would be well suited to someone who is used to working in a fast-paced and often demanding environment, working as part of a small, but dedicated team, where negotiation skills, problem solving skills and project management skills will all be of significant advantage to navigate a workload where meeting timescales is crucial for client and stakeholder expectation management.
- Previous experience liaising with contractors and construction industry personnel would be a definite advantage.
- This role will suit someone with experience of co-ordinating projects with multiple stakeholders, who prides themselves in having excellent attention to detail, with the ability to focus on organising & filing data electronically as a key part of the role.
- Enthusiastic and self-motivated individual able to work independently and unsupervised whilst being able to manage and motivate others.
- Excellent communication skills / essential. Ability to converse confidently with people - excellent written & spoken English with a keen eye for detail is absolutely essential for the role. Excellent telephone manner & ability to remain calm in all situations.
- Integrate well as a team member and generally possess a flexible attitude, with excellent organisational skills and ability to prioritise workload & multi-task.
- Excellent presentation, writing and communication skills - with the ability to deal with staff at all levels and handle difficult situations with diplomacy.

- Exceptionally well-organised individual with budget management ability and a strong commercial awareness, and the ability to prioritise workload and flexibility to multi-task.
- IT literate and competent, experienced user of project management software, reporting tools, general Microsoft Office software, mobile phone software and general operating systems. Must have a confident attitude towards the use of technology.
- Excellent attention to detail, a common-sense approach to business and client requirements and the ability to read situations quickly and accurately is essential.
- Smart (business appropriate) appearance, discreet nature, flexible attitude, and a general commitment to do what it takes to get the job done.
- Full clean driving licence would be an advantage, but is not essential to the post.

Additional Information about the Position

- This position is offered on a full-time, permanent basis.
A six-month probationary period will start from the date of commencement of employment with the potential for intermediary reviews during this period.
- This position is office based but may involve some travel to sites, client offices, other company offices, on occasion requiring overnight stays.
- This position attracts 25 days annual leave (plus bank holidays).
- The Company offers all employees the opportunity to have an extra day of leave on their birthday each year, on a non-contractual basis (if after your date of commencement and following completion of your probationary period).
- The Company operates a non-contractual Holiday Buy-Back Scheme, details of which will be provided separately.
- Hours of work are minimum of 40 hours per week - start & finish times are reasonably flexible provided client and company needs are met in full and minimum weekly hours are covered. *If required by a particular deadline or other circumstance, the Company may request overtime working.*
- The company operates a group personal Pension Scheme and will make employer contributions in line with auto-enrolment, in addition to contributions made into the scheme by the employee. *This is available after three months of employment.*
- The company operates a private company medical scheme, which is available to all employees. The employee may opt to extend this to cover family members and/or dental plan by a personal contribution. *This is available after successful completion of the probationary period.*
- This post offers the opportunity for professional development, in a supportive and collaborative working environment.