

Job Description: Project Delivery Coordinator



We are seeking a recent graduate or someone early in their career capable of coordinating and progressively leading IT projects.

Department: Business Systems (IT)

Job role overview:

As a graduate project delivery coordinator, the successful candidate will support and take responsibility for delivering project outputs against agreed scope, success criteria, timescales and budget constraints. They will coordinate the delivery of a series of projects, supported by experienced colleagues, while being expected to take ownership, maintain momentum and follow commitments through to completion.

Report to: Director, Global Business Systems

Location: Hinckley

Duties and Responsibilities:

Responsible for:

- Helping to put create structure to the use of emerging & maturing technologies in delivering a list of prioritised business value projects
- Building and maintaining practical project plans, identifying resource needs and escalating gaps promptly.
- Clearly communicating the scope of work expected to be delivered by project team members on each project, within their agreed work packages
- Keeping project team members motivated to meet the deliverables of their respective work packages
- Preparing and leading project meetings & contributing to steering group discussions
- Managing stakeholders appropriately, particularly sponsors, accounting for their influence and interest in the context of each project
- Building effective working relationships with stakeholders and sponsors, adapting communication to their needs and seeking guidance on more complex situations or escalations.
- Driving regular, clear and concise communication at all levels
- Utilising metrics to provide accurate and concise reporting to the Global Business Systems Director, project sponsors and steering groups
- Managing risks and issues appropriately; escalating as necessary where the risk or issue cannot be managed independently, or by the project team
- Developing and growing knowledge to apply project management practices.
- Contributing to the continuous improvement of project management processes within the Business Systems function, working alongside the PMO Director.
- Maintaining excellent project documentation
- Holding lessons learned reviews and leading documentation in the areas applicable to the adoption of the relevant technologies
- Delivering other IT-related projects where required, or operations projects where they promote wider understanding

Behaviours and Characteristics:

Desired skills and attributes:

- An evident tenacity and determination to get the job done.
- Comfortable tackling challenges head-on, including difference of opinion.
- Excellent communication skills, with good self-awareness to seek feedback and adjust approach.
- Conscientious and highly organised with disciplined personal planning and attention to detail.

- Strength in negotiation and conflict management
- Confidence to ask questions, challenge constructively and handle differing views professionally.
- Pragmatic approach to problem solving and decision making based on the facts available
- Comfortable to progress in ambiguous situations, but with a desire to help build clarity and structure as a project or challenge evolves
- Ability to make realistic promises, supported by a reputation to deliver to promise
- Thinks strategically
- An interest in change management and understanding how people adopt new processes and technologies.
- Good knowledge of how to manage change effectively.
- Aptitude for technical problem solving to support key discussions around project challenges

Expected behaviours:

- Remains calm and composed when in high pressure situations or dealing with conflicting priorities.
- Shows initiative
- Comfortable moving forward with some ambiguity
- Seeks continuous improvement
- Tenacious, driven and assertive in pursuing progress, whilst having a realistic and well-considered approach
- Positive outlook; encouraging the same amongst colleagues and project members
- Acting as a role model within the business, cascading expected behaviours and shared values, to deliver the company strategy and vision
- Willingness to step beyond the responsibilities of a project manager, when necessary, to ensure a job is completed
- Professionally holding project contributors to account for their promised deliverables
- Delivers constructive feedback to project team members to help them develop and improve as an investment towards future project improvements

Qualifications and Professional Experience

Essential:

- Evidence of coordinating work, meeting deadlines and taking responsibility for outcomes, possibly in a graduate role, placement, internship, volunteering or other early career employment.
- No formal project management qualification is required, but successful candidate will demonstrate and understanding of structured project management methods in addition to the experience outlined above..

Desirable:

Degree-level education in a subject that brings value to the role.