



PROJECT CO-ORDINATOR JOB DESCRIPTION

Job Title	Project Co-Ordinator
Department	Project Team / Sales
Location	Eastbourne, East Sussex
Responsible to	Project Manager
Hours	08.30hrs – 17.30hrs Monday – Thursday 08.30hrs – 16.30hrs – Friday 1 hour for lunch

Company Info

Markets: Security Printing – examinations, elections, immigration, banking, government departments, retail

Products: Examination Certificates, Result Slips, Secure Envelopes, Scannable Registration / Answer / Mark Forms, Ballot Papers, Immigration Visas, Cheques, Registration Documents, web portals, online ordering systems, e-products

Company Strategy: Zunoma's company strategy is to develop existing and introduce new customers to existing products and to develop products to best utilise technology and provide a complete service solution to our customers. The company has invested in the latest technology to keep at the forefront of the market and ahead of the competition. It is our objective to be flexible in the products and services that we provide our customers and to be proactive in developing our customers' requirements.

Job Brief

You will lead the post sales effort as a trusted advisor, trafficking projects into the factory, taking the customer through the project lifecycle. You will work to ensure satisfaction with the project, manage risks, advise improvement, and help achieve value for our customers.

Working as part of a dedicated team, reporting to the Project Manager, you will be responsible for providing project management services from point of sale, initial brief, artwork, compiling estimates / quotes, to briefing internal departments and ensuring all stages of production and delivery are completed on time and within budget.

Working with a mix of existing and new business customer projects you will drive project outcomes working closely with other departments, advocating on behalf of the project, and bridging the gap between the customer and production teams.

The Role

The main purpose of the job is to:

- Daily project management functions
- Daily liaison with internal departments
- Receive external enquiries and relay to relevant Salesperson
- Meet deadlines and prioritise tasks.
- Ensure that quotes are sent out accurately and in a timely manner to the specified person
- Handle all aspects of the project from copy to delivery
- Communication – Keeping all stakeholders up to date on the progress of the work
- Keeping all information up to date on internal CRM
- Understanding of costs to create clear, detailed, and accurate estimates and quotes
- Briefing artwork, amends, and deliveries
- Ensure suitable layout/design is supplied to origination department for proofing to the customer, and that accurate and timely proofs are sent to the customer.
- Provide specifications to the estimating department.
- Manage multiple projects, at different stages with different requirements
- Set realistic customer expectations and be proactive in achieving chasing / interrogating delays
- Manage customer satisfaction surveys to drive improvement
- Raise internal production work instructions from orders received from the Salesperson
- Attend customer meetings during factory visits when relevant
- Follow operational processes for success
- Attend Planning / Production meetings
- Participate in regular customer and ways of working reviews
- Help identify process improvements to help drive repeatable success

The Person

	Essential Criteria	Desirable Criteria	Method of Assessment/ Source of Information
Key Skills & Abilities	<ul style="list-style-type: none"> • Excellent organisational and time management skills • Numeracy skills • Strong interpersonal skills • Attention to detail and quality Ability to prioritise work • Understanding of quality control and complaints processes • Ability to build and maintain good working relationships with stakeholders • Ability to follow and help improve processes • Comfortable in fast paced environment, able to manage multiple projects simultaneously • Team orientated with a 'can do' attitude and ability to think outside the box to create ideas, solve issues quickly and effectively • Good communication skills • Strong literacy and numeracy skills • Good telephone manner 	<ul style="list-style-type: none"> • Background in print an advantage • Proven experience in managing print requirements • Good presentation skills 	Application Form/Interview

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Education & Qualifications	<ul style="list-style-type: none"> • GCSE Maths or equivalent • GCSE English or equivalent 	<ul style="list-style-type: none"> • Graduate or equivalent • Project Management qualifications and knowledge of lean manufacturing methods an advantage. 	Application Form/Interview
Knowledge	<ul style="list-style-type: none"> • Proven experience in Microsoft office-based programmes as well as CRM and ERP manufacturing systems 	<ul style="list-style-type: none"> • Aptitude for technical understanding 	Application Form/Interview
Experience	<ul style="list-style-type: none"> • Min. 2yrs Project Management or experience in a manufacturing background 	<ul style="list-style-type: none"> • Print background • Manufacturing background 	Application Form/Interview
Personal Attributes	<ul style="list-style-type: none"> • Ability to present a professional image whilst retaining a sense of calm and efficiency • Ability to work under pressure to tight deadlines • Self-motivated and driven 		Application Form/Interview
Other	<ul style="list-style-type: none"> • Ability to work unsocial hours when required 	<ul style="list-style-type: none"> • Full clean driving licence 	Interview