

Role definition

Job title:	IT Site Mobilisation Project Co-ordinator		
Initial reporting line:	Service Delivery Manager – Site Mobilisation		
Direct reports:	N/A		
Business unit:	Shared Services (Group)	Location:	Bracknell

Summary

Effectively mobilise and de-mobilise sites and offices, ensuring clear communication with stakeholders and providing Perfect Delivery of site mobilisation which enhances the customer experience and improves IT reputation.

Key objectives *(4 maximum)*

- Effectively manage the delivery of services and equipment to mobilise and demobilise sites and offices to meet business demands
- Using agreed Morgan Sindall project management methodology provide effective management and communication to all key stakeholders during the mobilisation process
- Build lasting relationships with local stakeholders to engender trust and confidence in our ability to deliver to requirements and add value
- Transition all new projects and services into support via formal documentation

Principal responsibilities and accountabilities

- Attend to all site/office setup requests and enquiries received either directly or through the site mobilisation team
- Provide effective and regular communication with the key stakeholders in each site/office mobilisation, accurately forecasting costs and timescales
- Maintain accurate documentation based on PRINCE2 methodology, including Highlight and Exception reporting, Project Briefs and PIDs, and customer portal (SharePoint)
- Attend contract and project start-up meetings to confirm IT requirements
- Order and manage delivery of services and equipment required for short term and permanent site/office data and telecoms connectivity with set boundaries
- Work with our 3rd party suppliers and internal support teams to design and deliver complex mobilisations
- Provide effective management of suppliers to ensure prompt and efficient delivery of services and equipment, and delight our customer
- Build lasting relationships with local stakeholders to engender trust and confidence in our ability to deliver to requirements and add value
- Look for ways to improve the service offered to the business
- Provide cover for those in the team that are absent from the business through holiday or sickness, and co-ordinate activities to facilitate cover for one's own absence
- Ensure service catalogues and price lists are current
- Provide additional information to support bids and tenders where required
- Ensure all changes to the IT environment are managed via change process
- Assist and support group projects where necessary

Person specification

Qualifications and training

- Prince2 qualified

Technical skills and experience

- Experience within a high volume, low value project delivery environment within a highly mobile company
- A minimum of 5 years' experience in a customer facing IT role
- Particular skills in customer, supplier, and stakeholder management
- Experience of delivering an enhanced customer service
- Good contract and supplier management skills
- Experienced in clear and concise reporting
- Good spoken and written communication skills
- Good organisational and time management skills
- Strong analytical and problem-solving ability
- A high degree of accuracy and attention to detail
- The ability to work both independently and as part of team
- Customer focussed