

CAREER OPPORTUNITY

JOB TITLE:

Project & Transition Co-Ordinator



Background

Agilitas IT Solutions provide the most innovative and comprehensive technical inventory service to the leading OEMs and field service providers.

We maintain and manage spare parts inventories, and deliver complementing technical services across 32 countries and to over 5,000 locations throughout Europe. Our services have been specifically designed to equip customers with control over inventory expenditure, optimised spare part availability and enhanced service performance.

Agilitas continues to evolve and also provides a wide array of complimentary Technical Services including Remote Support, Onsite Engineering, Training and Professional Services.

Working independently and within wider teams to support both internal and external live projects and the transition of new customer contract wins into a live operational service. You will be responsible for day to day progress of all allocated projects and transition projects under the guidance and support of the project owner. This highly important role within the business will interact with all departments to ensure projects and transition activities stay on track, meet business objectives and exceed customer expectations. You will engage internally & externally to make sure all the correct processes, procedures, systems and people are in place for any type of new project take-on. You will also be responsible for various weekly and monthly reporting both internally and to customers.

Working Relationships

Main: Business Development, Service Director, Bid Team, Customers, Customer Support Team & Account Managers.

Secondary: Service Managers, Logistics, Op's, Service providers.

Main Responsibilities

- Utilise existing PMO documentation and reporting templates inc: Highlight Reports, Action, Risk & Issue Logs, Milestone Reports and Project Financials, etc. The successful candidate will be encouraged to improve these templates as required
- Manage internal and external customer projects when required

- Project reporting and reporting to Senior Management
- Manage and compile Project related financial and KPI information
- Oversee project costs and ensure finances are well managed
- Provide and maintain a capacity planning and resource tracking service across projects
- Update and maintain the Risk Log, Action Log, Decisions Log, and Issue Register
- Ensure cross-project dependencies are managed and the dependency log is accurately maintained
- Coordinate project closure to distil good practice and ensure lessons learned are logged
- Prepare regular status reporting to all relevant levels of the business
- Ensure efficient change control methods and process are utilised
- Work closely with the Customer Support Team and other relevant departments to inform them of new projects and potential impacts on their teams
- Work closely with external 3rd party service providers to ensure project quality and customer satisfaction achieve appropriate levels

Opportunity

Agilitas is looking for a self-motivated individual looking to continue their career in IT Services. Primarily the role is as described however, the opportunity exists to develop further in Project Management, PMO Management, Transition Management, Service Delivery Management or even Account Management should you wish to develop your career further over time.





Qualifications, Skills & Experience

- Experience of managing the complete lifecycle of a project with project teams of 2 to 15 people
- In possession of, or working towards an AGILE or PRINCE2 (or equivalent) qualification
- Knowledge of ITIL principles
- Experience of transitioning new customer contracts into live service operations
- Strong skills in creating and maintaining project plans, including risks, actions, issues, dependencies
- Highly efficient in resource planning and tasks assignment
- Knowledge of risk management and resource planning
- Highly proficient IT skills in Word, Excel, PowerPoint, and MS project
- Excellent written/oral communication skills for reports and presentations
- Diplomatic ability to influence others at all levels of the business
- Strong and demonstrated ability to build lasting relationships with key stakeholders
- Experience of project level financial management
- Knowledgeable and experienced in efficient Change Management methods
- Ability to prioritise & organise own work in a busy environment
- Accuracy and attention to detail
- Ability to apply initiative to solve problems
- Self-motivated, positive and proactive attitude
- Maintain effective relationship with third party suppliers
- Approachable & helpful
- Flexible and adaptable decision making
- Good written and verbal communication
- Able to see the bigger picture represent the companies views
- Be a respected and credible member of the Agilitas team
- Good organisational/planning skills
- Excellent numeracy skills
- Good interpersonal skills & telephone manner

In Return

As well as being a great place to work with a friendly and helpful team, we offer the following benefits:

- Salary – £30,000 - £33,000 per annum
- Standard 22 days holiday + bank holidays (increasing to 25 days with service).
- Additional ½ day birthday holiday
- Ability to 'earn' an additional 4 days per annum if you win quarterly awards based on the company PRIDE values.
- Cycle to Work Scheme.
- Death in service (2 x salary).
- Employee Cash Plan (including 24/7 Employee Assistance Programme, contribution to everyday healthcare and complementary therapies, 24 x7 access to Virtual GP, stress management, counselling, access to 1000s of retailer discounts)
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.

We are based in Nottingham at Glaisdale Parkway which is situated on the west side of Nottingham located approximately 4 miles to West of the City Centre via the A609 and 4 miles from the M1 with convenient access to junctions 25 and 26. The area is very well connected for public transport with numerous bus routes in close vicinity.

