



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Project Co-ordinator
Reports to:	Head of Service Delivery
Location:	Cheltenham
Department:	QALG

2. ABOUT THE ROLE	
What you'll be doing?	To provide Project Co-ordination supporting the administration and organisation of large scale learning and engagement projects and programmes to QA's key clients. Working with the Snr Project Manager and Project Manager to support the full administrative and reporting project lifecycle.
Key Responsibilities	<ul style="list-style-type: none"> • Co-ordinate the operational activities associated with QA Projects and Programmes to time, cost and quality parameters • Co-ordinate all services in line with corresponding Statement of Work (SoW) or Work Order (WO) • Maintain Cost model documentation in line with SoW/WO highlighting any deviation from scheduled plan and supporting change control procedures as required • Accurately co-ordinate and administer the building of QA project events and services onto QA systems • Work with scheduling to ensure all resources are held in accordance with scheduled planning requirements • Co-ordinate the implementation of schedule plan, updating resource requirements in accordance with changing timelines and capacity needs • Support Client and student administrative 'journey' through supporting project communication • Adhere to QA policy for data security and data protection across all QA systems and Client engagements • Where required support the co-ordination of venue resources (QA and on-site) including kit requirements and other course related consumables as described in the SoW/WO • Co-ordinate project related invoicing and resolution of Client queries • Undertaking other ad hoc duties as requested by the Snr Project Manager or Project Manager as may be reasonably required • Support day to day risk and issue management as agreed with the QA Snr Project Manager or Project Manager • Collate and create project related reporting as required, including budget summaries, delivery statistics and evaluation data

<p>KPIs & SLAs</p>	<ul style="list-style-type: none"> • Progress against SOW and Planning documentation • To respond to challenging deadlines and meet those deadlines • To respond promptly to all requests for information sent within 48 hours of request being received • To take necessary action to mitigate against or minimise risks • To escalate risks where appropriate and secure agreement with the Snr Project Manager/Project Manager on all remediation plans • To produce timely updates or reports as agreed by the programme stakeholders
<p>Key Working Relationships</p>	<ul style="list-style-type: none"> • QA Head of Service Delivery • QA Snr Project Manager/Project Manager • SME's/Solutions Architect • Commercial Manager • Learning Consultants • QA Operations and Training teams • QA Clients • QA suppliers & freelancers

3. ABOUT YOU

<p>Skills & Abilities</p>	<ul style="list-style-type: none"> • Experienced in working in a busy PMO with multiple projects in delivery • Understanding of Project Management and project delivery • Strong user of Microsoft Office applications, specifically Excel • Excellent verbal, written and communications skills • Strong organisation and planning skills and attention to detail • Ability to multi-task, prioritise and work on own initiative • Strong previous administrative experience and experience of working on learning projects in a co-ordination/scheduling or equivalent role • Ability to engage positively and productively with other Teams
<p>Your Experience</p>	<ul style="list-style-type: none"> • Experienced Project Co-ordinator 5+ years • Ability to work in both agile and classic waterfall project environments • Strong Communications • Trainer resourcing • Client facing • Ability to administer multiple workstreams
<p>Your Qualifications</p>	<p>Minimum Foundation level skills ~ Agile, Prince2, APM, MSP or other</p>

What you'll bring to QA	Reporting to the Head of Service Delivery, the Project Co-ordinator would have the skills and experience to take a leading role in the Administration and organisation of learning projects and services across a range of solution types. Working with inhouse and Client teams you would be familiar with both agile and classic project methods in the Project Co-ordination of bespoke and blended learning programmes.
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4. ABOUT QA

About us

We shape the next generation of technologists, leaders and innovators.

By powering potential - the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.

Why we do learning

For over 30 years, we've worked in technology - where the impact of great learning is changing the world.

A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries - they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.

Driving this revolution? People.

And this is where we come in.

People advancing their knowledge in technology - to enrich society - build a new culture - better how we live our lives, and how we work together.

People are learning to use technology to drive phenomenal change. This is our passion - powering their potential.