

## JOB DESCRIPTION

**Job Title:** Project Coordinator  
**Reporting to:** Delivery Manager

### THE COMPANY

Infinity Group are a leading Managed Service provider of award-winning IT Support, Digital Transformation and Microsoft Dynamics 365 Consultancy across the UK. Since 2002, Infinity Group's team of IT Consultants have provided Managed IT Services, IT Consultancy, IT Infrastructure, Digital Transformation, and specialist IT Security Services to over 1000 organisations across the UK. We pride ourselves in delivering outstanding service levels by ensuring we have consistently fast response times, a high 1st contact fix resolution rate and a large, highly skilled IT & Telecoms Service Desk.

We have UK offices conveniently located in London and Kent and have recently been awarded the 2019 Feefo Gold Service Award for our outstanding Feefo reviews. Our impressive portfolio of clients, numerous award wins and three major ISO certifications, set Infinity Group apart from the other Managed Service Providers in the UK.

[www.infinitygroup.co.uk](http://www.infinitygroup.co.uk)

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### THE ROLE

- Co-ordination of administrative tasks across various size IT migration / consultancy projects over the full lifecycle.
- Schedule project activities and resource planning.
- Business improvement through instigation of formal process and procedures.

### MAIN DUTIES & RESPONSIBILITIES

- Work with project manager and clients to document project objectives, scope, deliverables and timescales.
- Identify project activities and resource needs together with subsequent resource planning process and tracking.
- Produce project documentation, including regular status reports.
- Coordinate and control all project activities including liaising with suppliers, other departments and with clients.
- Monitor progress on cost, timescales and quality and adjust plan accordingly.
- Ensure adherence to process, procedures and good practice standards.
- Communicating progress with Project Manager and clients.
- Regularly connect with existing clients, including site visits.
- Assisting with business improvements for the project and support delivery areas.
- Adhere to H&S and ISO requirements.

### KNOWLEDGE & EXPERIENCE

- Experience assisting with small to medium sized IT projects, preferably Microsoft 365.
- Experience using MS Project or Planner
- Great interpersonal and communication skills
- Diary management for multiple colleagues
- Knowledge of planning tools and techniques
- Change control systems and procedures (preferable).
- Performance tracking and progress reporting (preferable)

### PERSONAL SPECIFICATION

- Excellent organisational and administration skills
- Good interpersonal skills
- Proactive communication skills (both verbal and written)
- Great team working skills
- Assertive written and verbal communication skills
- Works well under pressure

### BENEFITS

- Flexible working
- 28 days holiday (inclusive of bank holidays) + 1 extra day awarded for each 2 years of service
- Holiday Purchase Scheme – purchase up to 5 days extra holiday
- 10 days sick pay
- Private Health Insurance
- Pension Scheme
- Paid training
- Paid social events (Infinity fun day, Christmas party, Ascot, touring car racing)
- Refurbished office, including a new collaborative with a coffee machine, bar, TV and Xbox.
- Supply of fresh fruit and hot drinks

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We are signatory to the [Tech Talent Charter](#) which promotes greater inclusion and diversity within technology roles.