



Project Coordinator

Facility Projects – Housing & Social Services

Purpose of the position

The Project Coordinator role supports key stakeholders to ensure the timely completion of projects.

The Project Coordinator is responsible for coordinating operational activities and executing deliverables in line with the standards set out in the customer contracts.

Key stakeholders

General Manager, State Managers, Administration Team, Operational Staff, Project Manager, HSE Team

Role activities

- Organises timely provision of services to meet safety, timeframes, budget and quality requirements as agreed in the contract.
- Assists the review of all aspects of the project performance to ensure requirements are met.
- Keeps the customer informed of the service contract status and any applicable forward planning requirements.
- Organises timely provision of services to meet safety, timeframes, budget and quality requirements as agreed in the services contract.
- Assists the review of all aspects of the services contract performance to ensure requirements are met.
- Ensures all operational activity and practices are completed in a timely manner and in line with Programmed standards, policies, procedures and legislative requirements.
- Manages customer's expectation through frequent, accurate and timely updates.
- Acts and communicates with integrity in all client dealings, ensuring that all promises made can be and are delivered, meeting clients expectations.
- Ensures the delivery of operational excellence to maximise customer satisfaction and provides an avenue to promote the business to win additional work.
- Resolves operational issues in a timely manner.
- Follows company processes and procedures for working with contractors.
- Receives and responds to service/ work requests from customers and coordinates appropriate actions in a timely manner.
- Enters all information and communications into the applicable system.
- Regularly reviews operational status ensuring works are undertaken in a safe and timely manner meeting quality and budgetary requirement and client expectations.
- Maintains budget and forecasting documentation for the service contracts.
- Assists to develop and maintain procedural documentation relating to systems and processes specific to the project.
- Generates and monitors performance against key performance indicators.

- Ensures all subcontractors contain the knowledge, skills and competencies to deliver the operational requirements in line with Programmed HSE policies and procedures.
- Takes an active role in reviewing HSE onsite and takes corrective actions as required.
- Follows up any incidents and near misses and takes corrective action as appropriate.
- Provides regular feedback to HSE team to ensure HSE systems and processes are industry best practice.
- Prepares project status reports, presentations, agendas and minutes, and maintains logs and registers.

Benchmarks for success

- Achieve or exceed customer feedback score as measured via the customer feedback system
- Achieve or exceed HSEQ targets
- Coordination and execution of operational tasks
- Delivery of accurate and timely reporting
- Satisfactory completion of objectives agreed with the line manager

Skills, attitude and aptitude that will help you build a rewarding and satisfying career.

A great fit for the role

Qualifications

- *Certificate III in Business Administration or Certificate IV in Building and Construction (Contract Administration).*
- *A qualification in Project Management will be highly regarded.*

Experience and Knowledge

- Previous experience in project coordination / contract administration related roles.
- Demonstrated experience in delivering high quality customer service, communication and relationship building.
- Computer literate in both Windows (Microsoft) and business-based applications.
- Strong technical knowledge within the construction industry is also beneficial.

A perfect fit for our team

Our values unite us and provide a set of common guiding principles that help instil a sense of pride throughout our business and serve as great reminders of the core values employees should strive to embody every day. You will:

- Understand business risks and implement appropriate **safety** initiatives and strategies to address those risks or integrate safety considerations into all planning and business activities
- Balance delivery of **customer** requirements with our operational requirements and capabilities
- Understand and draw on the strengths provided by **diversity** to help us meet the need of our people customers and the community
- Show **care and empathy** for the people around us; our employees, customers and the communities we work in and respect everyone's contribution by working together to achieve common goals and project outcomes