

Desk Based Project Coordinator

Job Description

Desk Based Project Coordinator

Spitfire was founded in 1988 in London; the company specialises in providing Telecoms and IP Engineering Solutions to a wide range of small and medium sized businesses. Spitfire is an owner-managed business with its own network infrastructure and established offices in Stockwell, London, and the West Midlands. Spitfire has grown from a start-up to a business with £23m turnover, over 5000 business customers, and 100 members of staff. This clerical role is working primarily within the busy Accounts Department.

We are currently seeking a **Desk-based Project Coordinator** to join our busy Provisioning & Project Management Team here in London. This is a fantastic opportunity for someone who is looking to use their skills as an enthusiastic self-starter who will take ownership of projects with ability to work with a large level of autonomy

Location: London, SW9
Hours: 08:00 – 17:00; 08:30 – 17:30 Monday to Friday, 40 hour week
Start Date: ASAP

The Role

- Take ownership of projects regarding the provision of internet services and telephone systems on behalf of the Provisioning and Project Management department
- Work with Spitfire departments to deliver projects on time and to the customer's requirements.
- Work to build relationships with customers by delivering excellent customer service including timely and regular KCI's.
- To liaise directly with customers and partners regarding the programming of phone systems and handsets (as relevant) and the confidence to converse with them on the technical requirements of the project.
- To interact with engineers, IT partners, 3rd party suppliers and clients in a professional manner.
- To take ownership of all projects assigned to you and remain fully involved until completion.
- To assist with all ad-hoc projects as requested

Experience & Capability

- Some experience or desire to work in administration
- Prepared to drive events and make things happen
- An enthusiastic self-starter who will take ownership of projects with ability to work with a large level of autonomy
- Excellent written and verbal communication skills with a strong customer service focus
- Demonstrate the ability to provide professional and friendly customer service.
- The ability to liaise and build relationships telephonically as well as face to face is critical
- Strong attention to detail is essential
- Ability to build relationships both internally and externally
- Highly organised with strong time management skills with the ability to work within strict deadlines
- Willingness to go above and beyond
- Enjoys working with technology

Specific Responsibilities

- To provide complete administration on projects
- Desk-based SIP and PBX project coordination – ordering of services, sending out configuration spreadsheets, organising installation dates, number porting, arranging engineer visits, testing installed services
- Keeping the customer informed as the project progresses and updating with delays, timescales etc
- Produce Job packs for installations
- Liaising with internal departments regarding projects
- Arranging equipment deliveries
- Updating the in-house customer database with all information regarding orders
- Arranging billing and invoicing of projects upon completion
- Updating the intranet with new projects and adding new extensions
- Producing spreadsheets as required
- Handset and extension Add-ons
- Process management
- General administration
- To assist with all ad-hoc projects as requested
- To complete and pass the internal CCNA stage 1 qualification

Benefits of Working at Spitfire

- We believe that everyone plays a part in contributing to the success of our business, and therefore we are dedicated to the personal and professional development of all of our employees who have access to our Employee Wellbeing assistance service
- We also provide Permanent Health Insurance after two years continuous employment
- The opportunity after a successful probation period to work from home up to 50% of the week
- Our offices are modern and open plan, providing a safe and comfortable working environment
- There is a Gym next door

To apply please send CV with covering letter detailing your suitability for the role to: hr@spitfire.co.uk.

Your CV **must** include all your education from GCSEs to your most recent qualifications, notes of the grades attained in which subjects, dates and which institutions you attended. There must be no unexplained gaps on your CV.



We believe that everyone plays a role in contributing to the success of our business. Find out how you can be part of it today.



If you do not hear from us within ten working days your application has been unsuccessful.



We believe that everyone plays a role in contributing to the success of our business. Find out how you can be part of it today.

