

## Desk Based Project Coordinator

### Job Description

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 Birmingham. Spitfire has grown from a start-up to a business with £23m turnover, over 5000 business customers, and 100 members of staff.

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 KCIs
- 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, 3<sup>rd</sup> 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

- Spitfire provides competitive salaries and rewards generously for success and hard work
- All graduates obtain professional engineering qualifications, which are widely recognised and allow them to develop extensive product knowledge and understanding to become the best in the industry
- 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
- 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
- We also provide Permanent Health Insurance after two years continuous employment
- There is a gym next door
- Our offices are modern and open plan with fantastic views over the city of London
- Location – Spitfire is within ten minutes walking distance of two tube stations, as well as being near a train station and on a busy bus route.

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Please apply for this job at [hr@spitfire.co.uk](mailto:hr@spitfire.co.uk) **if you meet the minimum requirements** and we will get back to you for an initial conversation before scheduling the first interview.

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

If you do not hear back from us, then you have been unsuccessful in your application.

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**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.**

