

Job Description

Role: Project Coordinator
Location: Hybrid – St Albans, Hertfordshire, AL1 4TA
Salary: £28,000 - £34,000 per annum (Experience Dependent)

About Amthal

We are one of the nation's trusted life safety and security partners. Our mission is to design, install, maintain & monitor electronic life safety and security systems to a level of best-in-class compliance. We deliver this whilst providing an unrivalled customer experience and professional service.

With over 25 years of trading, we have a well-established presence in the industry, and our vision is to scale a sustainable business through the continuous development and investment in our people; and this is where we need you.

Role Overview

As a Project Coordinator, you will play a key role in the successful delivery of installation projects from initial planning through to completion. You will coordinate technicians, subcontractors, equipment and project schedules, ensuring works are delivered safely, efficiently, on time and within agreed financial and operational targets.

Acting as a central point of contact, you will build strong relationships with customers, subcontractors, suppliers and internal teams while providing clear and timely project updates.

The successful candidate will be a proactive, organised and customer-focused team member with excellent communication and time-management skills. You will be confident managing competing priorities in a fast-paced environment, working independently and using your initiative while maintaining accuracy and integrity. Strong Microsoft Office skills, good geographical knowledge and a willingness to learn new systems are also essential.

Key Responsibilities

- Communicate and build relationships with new and existing subcontractors to request quotations and book works in accordingly.
- Schedule works and monitor technicians and subcontractors to ensure that they comply with specifications to meet financial and operational targets.
- Communicate with all clients providing a seamless customer experience. This includes booking in works and updating them on projects.
- Liaise with the supply chain team to ensure all equipment is organised for all projects on time and within the financial targets.
- Complete O&M Manuals on completion of projects.
- Complete Project RAM's pre project.
- Manage the departmental invoicing and financial forecasting alongside the installation manager.
- Complete background administration work to ensure the projects are coordinated correctly.
- Communicate and Liaise with the sales account managers and assist with any queries they may have on their projects.
- Answering emails & telephone calls from both customers and internal colleagues
- Administering job reports & paperwork from field technicians
- Working closely within the installation team and coordinate and manage all resources efficiently.

Individuals Attributes

- Expertly handle all contact with our customers via telephone and email whilst ensuring the customer journey is seamless throughout.
- Excellent verbal communication skills.
- Comfortable using all Microsoft Office programs.
- A positive, proactive and customer focused attitude.
- To be a committed team member.
- An ability to manage and prioritize your workload in a fast-paced environment.
- A logical approach to your work.
- Confidence in working with a variety of internal systems and willingness to learn new systems.
- Operate with independence and integrity.
- Being able to use your own initiative when completing day to day tasks.
- Good spoken & written English.
- Excellent time management skills enabling to meet all set deadlines.
- To be a part of growing a sustainable dynamic business.
- You will be able to deliver unrivalled quality customer service.
- Excellent geographical knowledge for scheduling purposes.

Why we think you would love to work with us:

Our mission to scale our business is driven through the organic growth of our people. We achieve this by offering a supportive and flexible working environment where continuous investment and development will enable you to thrive.

Join our team where your dedication and integrity will be recognised with opportunity and progression. Our success lies in creating a working environment where every individual is motivated to work collaboratively exceeding the expectations of our customers. We value our people and will support you to deliver on all aspects of our business with integrity and dedication.

What we offer:

- A commitment to work life balance including a 9/10 day working fortnight
- 25 days' holiday, plus Bank Holidays, increasing to 35 days
(1 extra day per annum, up to 30 days & additional 5 days after 10 years' service)
- Salary sacrifice pension scheme
- Death in service insurance (x3 base salary)
- Wellness & Employee Assistance Programme (EAP)
- 24-hour GP and mental health care support
- Continuous Professional Development - Amthal Academy & Fast Track programmes
- Quarterly development check-ins with your line manager
- A culture of recognition, including team member of the month award
- Annual company conference day to share strategic plans & celebrate success

Our selection process:

1. Please apply by uploading your CV via our careers page:
<https://www.amthal.co.uk/careers/>
2. A Teams interview with our Customer Excellence Manager to ensure that there is a skills & values match
3. Following a successful Teams interview, you will be invited to a face-to-face interview at our St Albans HQ with the Customer Excellence Manager and Head of Operations for a formal interview process and presentation
4. We will call you to confirm the outcome. If you are successful, we will send a written offer and commence the usual security vetting & checks required in our industry.

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