

Project Coordinator

Role	Project Coordinator
Reports to	Portfolio Manager (Routes Into & Through)
Benefits	25 days holiday (5 days of which are fixed in August and Christmas), plus bank and public holidays, enhanced sick pay and family leave policies, flexible working arrangements, workplace pension scheme
Contract	Permanent
Hours	Full Time, flexible arrangements welcome.
Based from	Remote/Hybrid, with regular travel to London.
Salary	£28,000 (pro rata)

About Koreo

Koreo is a learning consultancy dedicated to imagining and building a better world. We work across civil society to help everyone experience the transformative power of radical learning. Since 2004, we have become one of the UK's leading learning and development partners for organisations with a social purpose, working alongside leaders in communities, social change organisations of all sizes, and convening learning networks across sectors and industries.

Our work is made up of a combination of consultancy projects, from large scale culture change programmes to discrete strategy and people development projects, as well as through our own programmes developing emerging and existing talent across the social change sector.

Find out more at koreo.co/projects.

The role in brief

The Project Coordinator role at Koreo offers an exciting opportunity to play a fundamental role in a range of impactful projects that drive positive change through learning. Collaborating with a dynamic and diverse team, you'll be at the heart of shaping and streamlining transformative projects, amplifying your skills in project management, stakeholder engagement, and problem-solving. This role is perfect for someone looking to work towards building a just and regenerative world.

The Project Coordinator role is responsible for the smooth running of our projects and programmes. You'd be part of one or more project teams, overseen by a Project or Portfolio

Manager, ensuring that our projects are delivered to a high standard, and that our participants and clients have a positive experience working with us.

1. Responsible for the administration and coordination of project delivery and communication across a portfolio of Koreo's programmes and projects
2. Responsible for the management of data and relationships that contribute to wider business objectives and activities
3. Responsible for contributing to the team and self development as part of a thriving working culture at the company

Main responsibilities

Administration and coordination of project delivery and communication

Project planning and coordination

- Responsible for providing operational support to projects and project managers
- Responsible for creating, updating and reporting on project plans accurately to ensure the delivery of project objectives
- Responsible for coordinating our projects and programmes in accordance with the policies and procedures of Koreo and our clients
- Responsible for collecting and analysing evaluation data and information about project and programme performance, engagement and satisfaction

Project delivery support

- Responsible for supporting the delivery of our programmes and sessions across Koreo's portfolio, including preparing, drafting, editing and proofing session content, slides and reports,
- Liaising with and coordinating multiple internal or external facilitators to deliver programmes and sessions.
- Responsible for setting up and organising in-person project events and workshops, including sourcing venues, booking catering, room set-up etc
- Responsible for setting up and organising virtual project events and workshops, including setting up and managing Zoom rooms, and managing online resources
- Responsible for ensuring participant accessibility is a priority for any event and/or session planning, and managing participant data and communications specifically around this

Communications support

- Responsible for drafting, proofing, editing and sending stakeholder communications, including client, participant, interested parties, using email, social media and other platforms including the Koreo website

- Responsible for organising and managing shared project inboxes and responding to participant queries to support the efficient and effective running of projects and programmes
- Responsible for identifying and tracking opportunities for capturing, showcasing and celebrating projects and their impact

Supporting other business activities

Administrative and coordination support

- Responsible for project-based diary coordination and management
- Responsible for ensuring data and other administrative records are well managed and kept up to date routinely
- Responsible for providing administrative support to other business activities as appropriate and when pre-agreed

Contributing to the team and self development

- Contribute to the development of a rich organisational and high performance culture across the company, including but not limited to taking part in regular 121s, company check-ins, team meetings, events, and development days
- Be committed to self development, including taking part in regular performance reviews, evaluation and reflection and giving feedback to colleagues
- Be an ambassador for the company externally through events and sessions, webinars and other communications and marketing activities

Person Specification

Overview

- Organisation, time management and task efficiency – You are reliable and thrive on responsibility. You will be expected to manage competing priorities, delivering at pace to a high standard. Effective planning and strong organisation skills will be key to the success of this role
- Ability to take initiative and effectively solve problems – You are able to work independently and use initiative when needed. You are a natural problem solver, and you are able to quickly spot and manage key risk areas
- Attention to detail – You are an excellent proof-reader and you are able to work confidently with large quantities of complex data
- Customer service – You should understand who our customers/clients are and show a commitment and desire to anticipate, meet and exceed their needs and expectations
- Build positive relationships – You are comfortable in a small, busy and ambitious team. You are be a good team player and able to build and maintain strong interpersonal relationships with colleagues and our community
- Written and verbal communication – You can communicate clearly and effectively, both verbally and in writing. You should be confident in conversing with a variety of people and be able to adapt your style to different audiences and through different mediums
- Adaptable – You cope well with competing demands and changing environments. You maintain your effectiveness and productivity throughout. You will be flexible and able to work in different settings and with different people
- Readiness to learn - You are passionate about learning and personal development, both for others but also for yourself. You are proactive about finding and stepping into new learning opportunities.

Detailed specification

Tested at: A = Application, I = Interview

Qualifications		
Good general education, typically to A Level or equivalent	Essential	A
Experience		
Experience managing and delivering work to a deadline and in accordance to a plan	Essential	A, I
Experience of working effectively on own initiative and as part of a team	Essential	A, I
Experience working with databases and other systems including Google Workspace or equivalent	Essential	A, I
Experience of providing administrative support to projects and teams	Essential	A, I
Experience of organising and planning events	Desirable	A, I
Experience of building and managing working relationships with a wide variety of stakeholders	Desirable	A, I
Experience of collecting and analysing data/ insights and writing/ producing reports	Desirable	A, I
Experience of digital diary management and coordination	Desirable	A, I
Knowledge		
Basic working knowledge of creating and coordinating projects	Essential	A, I
Knowledge of charities and/or employment programmes and the way they work and operate	Desirable	A, I
Skills		
The ability to quickly learn and adapt to new systems and processes	Essential	I
Strong attention to detail	Essential	A, I
Good communication skills, both oral and written – particularly ability to communicate with people at various levels	Essential	I
Ability to use design and communications software like Adobe and other platforms	Desirable	A, I

Values, attitudes and personal styles		
Desire to work on issues and themes of social change and the development of others	Essential	A, I
A proactive, problem-solving approach to challenges	Desirable	A, I
Desire and commitment to own learning and ongoing development	Desirable	I

Both the main responsibilities and person specification are not exhaustive, and the post holder will be required to demonstrate the ability to work across a number of areas as required by their manager during their time in employment with the company.