

JOB DESCRIPTION

Job Title:	TEAM COORDINATOR
Location:	LONDON
Reporting to:	HEAD OF PRACTICE OPERATIONS
Working for:	PROJECT LEADERS & PROJECT TEAMS
Working with:	ALL STAFF

OVERVIEW/JOB PURPOSE SUMMARY

A key role within the practice, the Team Coordinators provide first class support to project leaders (Directors, Associate Directors, Associates and Project Architects) and their associated project teams to enable them to run efficient and well organised projects, allowing their concentration on delivering exceptional architecture.

The Team Coordinators are part of the wider Practice Operations department which ultimately reports to the Head of Practice Operations. The Practice Operations department achieves its collective aims through teamwork, high levels of service to colleagues and clients, personal development, cost awareness and receptiveness to new ways of working, recognising at all times the crucial contribution it has to the overall success of the practice.

KEY RESPONSIBILITIES

- Management of diaries – Directors/Associate Directors/Associates and project team
- Inbox management – review of inboxes, responding when necessary to emails on behalf of Directors and Associate Directors (ADs)
- Gate keeping - Acting as point of contact for internal and external design teams, taking and tracking messages to ensure action
- Arranging meetings - booking venues, refreshments, equipment, following up to ensure meetings take place in a smooth manner
- Assisting Directors with their practice management duties – e.g. setting up internal design or technical review (schedule review, invite panel, issue resulting record, report back to management group, etc.)
- Creating and formatting project-related correspondence or practice development paperwork, including letters, memos, minutes, reports, agendas and certificates, using the practice-wide document management system
- Keeping document management system updated with project information - contacts, key documents, correspondence, filing emails
- Assisting with project specific design reports using InDesign – importing images, amending text, proof-reading content
- Assisting project teams with ad hoc project administration tasks, such as directories, schedules, programmes, archiving, etc.
- Sourcing information on existing projects for bids, reports, presentations. Preparation and assembly of documents for meetings, submissions, presentations, including printing, binding and scanning
- Supporting the project leaders with team resourcing by managing holiday/absence records
- Arranging couriers, travel, flights, hotels, car hire, trains, visas and insurance for domestic and overseas travel

- Preparation of project leaders' monthly expenses, paying close adherence to company financial processes
- Raising purchase order requests on behalf of architects, in-line with company financial processes
- Assisting project teams with training, troubleshooting; following up issues to ensure resolution
- Arranging building tours (organising access, itineraries, travel) and project team get-togethers
- Any ad hoc administrative tasks as necessary, particularly to assist the organisation of the project teams. Continually looking for potential improvements to aid project team organisation and efficiency, and how the Practice Operations team operates
- Acting as back-up to Executive Director's PA, covering planned and unplanned absences
- Acting as back-up by mutually supporting other Practice Operations team members, including sickness and holiday cover.

PERSONAL ATTRIBUTES

- Proactive, with the ability to deal with issues before they arise, meeting constantly changing deadlines
- Strong organisational skills with the ability to co-ordinate numerous tasks simultaneously, and a keen eye for detail
- Uses initiative and works well without supervision, making judgment calls on behalf of project leaders
- A motivated, enthusiastic and flexible attitude, with a calm, cheerful and helpful manner and an ability to communicate at all levels
- A strong team player, working alongside and supporting other members of the Practice Operations department, as well as members of the architectural teams, forging excellent relationships with all
- Punctual, with the willingness to work outside of office hours if required
- Works well under pressure in a fast-paced environment

JOB REQUIREMENTS

- Proven team support/secretarial experience
- Educated to A-Level standard or similar
- Excellent IT skills including advanced knowledge of Microsoft packages; Outlook, Word, Excel, PowerPoint
- Knowledge of Adobe InDesign and Photoshop is preferred
- Fast, accurate Touch Typing – minimum speed 60wpm
- Excellent standard of written English