

Role Title	Contract Delivery Co-ordinator
Reports to	Senior Delivery Manager
No. of direct reports	0
Full / Part Time	Full Time
Grade	C2
Location	London
Created/Updated by	Justine Poole
Created/Updated on	September 20

Helping people, organisations and economies develop their skills for growth

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success.

We partner with our customers to deliver work-based learning programmes that build competency, to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

We're a Royal Chartered Institute and a registered charity, everything we do is charitable. We invest our surplus into expanding and enhancing our solutions across all of our brands, to meet the changing needs of organisations and industries. And through our City & Guilds Foundation we amplify our purpose by focusing on high impact social investment, recognition and advocacy programmes which remove barriers to getting a job, celebrate best practice on the job and advocate for jobs for the future.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group

Our values

Our values **Inspire**, **Improve**, **Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.

Job Summary

The Contract Delivery Co-ordinator provides support to the Contract and Delivery Team to ensure that contracts, programmes, and projects are delivered to plan and deliver business benefits. This is achieved through the accurate production and maintenance of project documentation, weekly and monthly reports, liaising with stakeholders, supporting the contract and delivery managers with risk and issue management, task tracking, diary and meeting management, taking meeting minutes and other project delivery support activities.

What you'll be doing

Business and Operational planning

- Working closely with delivery managers to produce and maintain project documents such as highlight reports, budget trackers, risk and issue logs, action logs, resource and implementation plans, timesheets, meeting agendas, meeting minutes and notes
- Taking the lead on setting up project governance meetings, working with the delivery manager to set agendas and ensure that all admin associated with meetings is seamlessly managed and communicated
- Taking meeting minutes and notes, updating action logs, risk and issue logs and ensuring that documentation is promptly and accurately circulated to all key stakeholders
- Maintaining and updating the contract and project MS Teams sites
- Owning all project procurement activity through the processing of purchase requisitions, purchase orders and goods receipts transactions in SAP
- Assisting delivery managers with the compilation of reports and presentations
- Acting as central contact for contract, project and delivery information, knowledge, processes, and systems
- Pro-actively building and maintaining good working relationships with colleagues, customers, and internal and external stakeholders
- Managing contract and delivery manager diaries and room bookings. Making travel and accommodation arrangements as required
- Undertake specified project tasks and activities and contribute to successful contract/project implementation
- Supporting the team with setting up team events such as team and/or project team meetings, volunteering days, or celebrations (e.g., end of year event)

How success will be measured

- Continually living by our values of leadership, integrity and imagination
- Up to date, version-controlled project documentation (e.g. highlight reports, meeting notes, actions log/activity tracker, risks and issue logs, resource and implementation plans)
- Project meeting notes are well written, accurate and distributed quickly
- Purchase orders and goods receipts processed monthly with no errors
- Successful administration of multiple projects simultaneously
- Strong internal customer/stakeholder relationships
- Diaries are managed to ensure that rooms are booked for all project meetings and key stakeholders are accommodated

What we're looking for

We can't live without...

- Experience of working within a contract delivery/project environment and/or administration role which have included diary management, minute taking, planning and monitoring
- Excellent numerical, verbal and written communication skills

- Attention to detail
- A person that is approachable and knowledgeable, the go-to-person for anything and everything team and project related.
- Working to tight deadlines and focused on delivery, organised
- Ability to prioritise, multi-task and be self-directing
- Effective problem-solving skills and a results orientated approach
- A strong level of self-motivation and initiative
- Willingness to learn and ability to learn quickly
- Analytical thinking, problem solver
- Strong computer literacy including use of Microsoft Word; Excel; PowerPoint; Project, Teams, and database applications

We would love you to have...

- Experience of supporting budget management
- Strong administration skills – always ‘one step ahead of the game’
- A confident and professional manner
- An ability to work independently
- Must be able to meet challenging timeframes

The way we prefer to work

Behave as one inclusive team

Contribute to a feeling of being one inclusive team. This means:

- Treating everyone with equity and fairness
- Being curious about other people and teams
- Understanding how the organisation operates and your role in it
- Being honest and respectful in communications
- Creating a feeling of belonging
- Driving inclusivity and diversity locally
- Paying attention to your and others’ wellbeing

Collaborate

Collaborate with colleagues and externally with customers and partners to deliver great work. This means:

- Treating everything as an opportunity for a win-win
- Seeking input from others and using it
- Expressing yourself clearly and consistently
- Engaging people so that they get on board
- Trusting and supporting people

Focus on the customer

Make sure that the needs and hopes of external and internal customers drive what we do. This means:

- Being great at listening and understanding
- Making things easy
- Being responsive and proactive to what customers want
- Making sure that things are high quality and always improving.

Do what you say you are going to do

Being consistent in delivering on promises. This means:

- Starting with a positive intent
- Setting clear expectations

- Taking personal ownership to deliver on your own commitments and supporting others to do the same
- Holding yourself and others to account for delivery against those expectations
- Being conscientious and driven

Proactively find and take new opportunities

Taking the initiative in every situation. This means:

- Continuously looking for opportunities to improve the organisation, yourself, and your areas of responsibility
- Always stepping up to get involved
- Being brave and bringing challenge to colleagues in order to make things better for our customers

Welcome feedback and continuously learn

Continuously develop your skills and how you work. This means:

- Treating every day as an opportunity to learn
- Being open to new perspectives, experiences, and feedback, recognising it helps you develop
- Giving feedback openly and honestly
- Being aware that your own ideas may not be perfect, and your perceptions can change
- Be open about mistakes and use them to learn
- be comfortable with ambiguity and not knowing everything