

Job Title: Operations Coordinator, Norwich

Reporting to: Senior Operations Manager

Location: Based at our Norwich Office

Salary Range: On Application

Job Description

Background: The Operations Coordinator requires the post holder to have a good level of knowledge and understanding across all aspects of project delivery within the virtual/live events and/or exhibition industry. This role is responsible for supporting the Pb operation office with the general management of project planning, logistics, administration, and compliance.

Job Purpose: To co-ordinate and support the daily administrative and operational requirements of Pb, its clients and projects working closely in collaboration with the Norwich and Edinburgh teams.

Main Duties:

- To support the Ops Manager(s) with the co-ordination of all job quoting activities which will include all logistical elements of a project.
- To liaise closely with Producers and manage the wider team in the provision and support of information and quotes for client pitches & proposals.
- To ensure quotes are completed within the timescales as outlined by the Producer.
- To research and collate information using available resources to fully plan projects and quote accurately for all associated project costs.
- To follow up with each department as necessary as well as manage the inputting of crew, travel, accommodation, and logistics for all quotes.
- To proactively follow up with Producers on provisional quotes, re-quoting where necessary and cancel or confirm jobs as appropriate.
- To use Hire Track to generate job numbers, populate and maintain information as appropriate.
- With the support of the Ops Manager(s) check all information at pre-invoicing stage to ensure that it is correct and that appropriate charges have been included, also taking into account individual client pricing structures and contractual agreements.
- With the support of the Ops Manager(s) finalise quotes ready for the pre invoice stage and work closely with the Producers and Finance team toward timely project completion of final invoice sign off.
- To ensure that the crew database is maintained corresponding with the Scotland database.
- To encourage and participate on the implementation of post event evaluation where appropriate. This will promote the sharing of best practice and provide valuable feedback both internally and to self-employed contractors as appropriate.
- To co-ordinate the allocation of crew wear and PPE where appropriate.
- To co-ordinate the hire of event specific props in collaboration with the Spatial Designers/Production Assistants/Producers where appropriate.
- To be a proactive team member within Pb engaging professionally with internal staff whilst also acting as an ambassador for Pb externally.

All Production Bureau Limited employees are responsible for:

- Working to the policies of Production Bureau Limited
- Promotion of equal opportunities and respecting diversity within all aspects of their work
- Complying with all Health and Safety regulations and promoting a safe working environment
- Carrying out additional duties which may be allocated from time to time by the Board of Directors

Requirements

Essential Criteria = (E) Desirable Criteria = (D)

Qualifications/Skills:

Proficient PC skills including knowledge of Microsoft office software (E)
Good communications skills both in person, by phone and written (E)
Excellent administrative and organisational skills (E)
Attention to detail and checking ability (E)
Excellent problem solving skills (E)
Good numeracy skills including quoting and invoicing knowledge (E)
Project management ability (D)

Experience:

Experience of working in a pressured environment adhering to strict timelines and deadlines whilst still delivering great service (E)
A multi-tasker who can prioritise and manage own workload (E)
Experience of working within an event logistics/operations role dealing with self-employed crew, booking travel and accommodation, and managing logistics (E)
Experience of Carnet documentation (D)
Knowledge of Health & Safety working practices (D)

Attributes:

Professional, personable individual who can remain calm under pressure (D)
A positive and flexible approach to work with an ability to react to change as it happens (E)
A self-motivated, enthusiastic individual with a good sense of humour (E)
An interest in events (E)
Driving license (D)