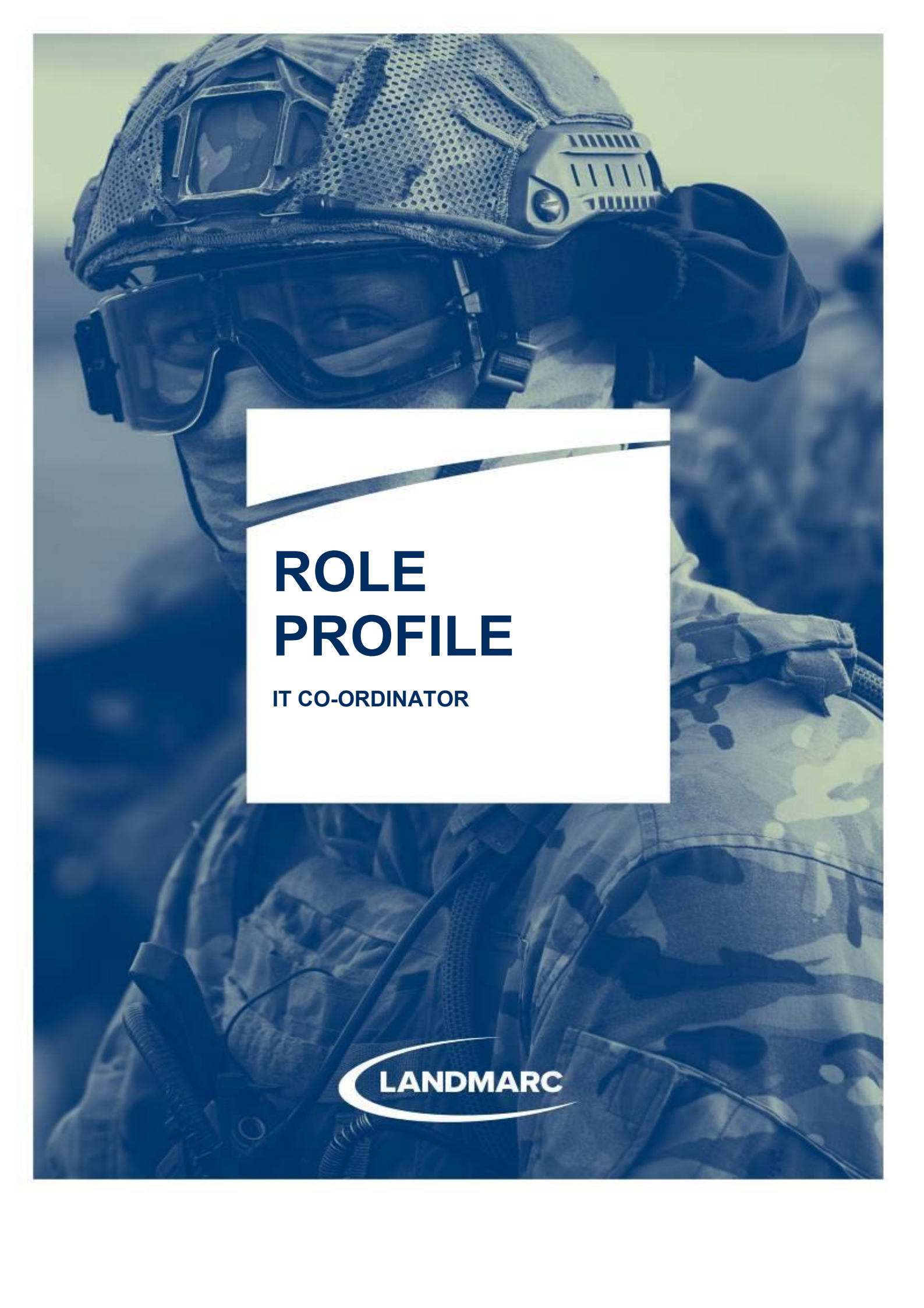




ROLE PROFILE

IT CO-ORDINATOR



ROLE PROFILE:

IT Co-ordinator

LOCATION: Head Office

REPORTING TO: Technology Enablement Lead

RESPONSIBLE FOR: n/a, no direct reports

Summary of Role:

Landmarc are the leading Industry Partner for the Defence Infrastructure Organisation (DIO) for the delivery of the contract to manage and maintain the Defence Training Estate (DTE). The IT Department deliver, support and maintain all the user facing IT Services for our people to do their jobs in support of contract delivery.

The Technology Enablement Team are responsible for engaging with the business to deliver technology solutions and improvements as agreed on the IT Portfolio and delivered through IT projects and joint IT / Business 'product teams'. The team also support a range of Information and Technology department management activities, such as resource management and communicating updates to the wider Landmarc business. The IT Co-ordinator supports these activities.

Duties of Role:

The following list is not exhaustive and other relevant duties may be required from time to time.

Primary Duties:

- **Project & Product Team Coordination:** assist in the management of project plans and schedules, and support IT Project Managers in tracking project progress and reporting. Co-ordination of other team activities (esp. 'product teams').
- **Project Reporting:** Gather and analyse data related to project status, including issues and risks that need attention. Develop and update project dashboards and key performance indicators (KPIs). Ensure that regular and ad-hoc reports are available to provide insights and recommendations for project improvements.
- **Stakeholder Communication:** Facilitate effective communication between project and product teams, stakeholders, and senior management. Prepare and distribute meeting agendas, minutes, and action items. Act as a liaison to ensure all parties are informed of project and action status.
- **Communications and Support:** Create and distribute communications (e.g., newsletters, emails, intranet content) to keep users informed about IT updates. Work with the Technology Enablement and wider IT Team to provide regular updates, and promote how Information and Technology Dept support the wider Landmarc business and can provide assistance. Assist in preparation of IT Department updates (e.g. via Sharepoint, email, IT 'Town Halls').
- **Process Improvement:** Identify opportunities for process improvements within the PMO and across IT projects. Assist in the development and implementation of PMO standards, procedures, and best practices.

- Capacity planning and resource management: ensure the capacity planner and resource forecasts are maintained and kept up to date, highlighting where action needs to be taken (e.g. excess capacity, or contractor final date vs. project timeline).
- Supplier management: ensure that supplier contracts and performance is tracked, and that nominated 'supplier leads' are interacting and reviewing supplier performance as required.
- IT Budget, spend and forecasting coordination: assist the IT Leadership team in preparing and reporting on budget, spend and forecasts, liaising with Finance Department as appropriate. Provide assistance in relation to IT procurement and invoice payments.
- IT Reporting 'Dashboard': support the Head of Department and wider IT Leadership Team in reporting to the Technology Working Group and other stakeholders as required.
- Continual improvement support: help to identify and improve Technology Enablement Team processes and document templates (e.g. reports, project updates).
- Tool and Template Administration: Manage and support relevant systems and tools e.g. project management software, DevOps, resource tracker, reporting tools. Ensure information held in these systems is accurate and current. Provide training and support to team members on the use of project management tools.

Ideal Person:

The ideal person will have all of the essential 'what you know' and many of the desirables, exhibit the behaviours and values we seek, and MUST meet the prerequisites summarised below.

What you know (essential skills, experience and qualifications):

- Previous experience in providing IT department / management support (e.g. through Project Office Management, IT Department co-ordination etc.)
- Excellent Microsoft Office Skills, especially Excel.
- Proficient at managing time and resources and the ability to draw up project plans and schedules.

Desirable skills, experience and qualifications:

- Experience of working with IT services and/or IT projects.
- Interacting with IT suppliers and validating invoices.
- Project experience and qualifications.
- Analysis and reporting tools.

What you can do:

- Communicate effectively (written and verbal).
- Effectively work with technology colleagues, and business stakeholders with a customer service orientation.
- Work both independently and collaborate as part of a team.
- Health and safety conscious.
- Outcome and results-oriented.

- Proactive, flexible and positive approach to work.
- Respond effectively to conflicting work demands.

Prerequisites for employment

- Eligibility to undertake BPSS & SC clearance (current SC clearance is desirable).
- UK Drivers license (desirable, to travel between Landmarc locations).

Our Values

- Take time to take care of yourself, look out for yourself and others, and stop and step-in if you need to.
- Always do the right thing, not just the easy thing; integrity in all that we do at work and at home.
- Put the customer's needs first, in everything we say, consider or do.
- Promise only what can be delivered; once promised it's a Landmarc commitment.
- Take pride in what you do, you've a lot to be proud of.

Our Behaviours

- Live Our Values, know what they are and what they mean to you and how they influence what you do, we should believe in them and demonstrate them always.
- Build Relationships, we are a people-business and relationships are the foundation of accomplishment. Take every opportunity to build and strengthen relationships with colleagues, customers and suppliers. Together we are stronger.
- Give Feedback and Recognition, creating an environment in which we openly and thoughtfully give and receive feedback and recognition builds trusting teams. Feedback and recognition also foster a culture of growth.
- Embrace Flexibility, in all that we do and how we do it. Change can come with or without warning and in either case, we must improvise, adapt and overcome to remain relevant to Our Mission.