



Stormsaver Job Description

Commercial Project Co-Ordinator



SCAN
TO LEARN
ABOUT US

Introduction to Stormsaver

We are a vibrant, exciting, growing business founded on innovation, quality, honesty and teamwork. Our vision for the future is “clean, safe, sustainable water for all “and as part of our team we want you to understand our vision and aspire to be a part of making it a reality.

It is crucial to us that Stormsaver acts ethically, sustainably and is morally responsible. You should uphold our core values of Creativity and Innovation, Sustainability, Quality, Honest Communication and Diversity & Inclusion. We want you to embrace our culture which embodies, family values and trust. Follow the guidance of your leaders and trust in the processes set for you. Approach your work confidently and never be afraid to share your ideas or speak up if your personal values feel compromised.

Quality and excellence in delivery should be at the core of everything you do. You should embrace positivity, creativity and change and foster a culture of execution within your team. You should take your own personal development journey seriously and take all opportunities to learn and grow. Find your best self and always show respect, compassion and understanding to all your colleagues.

Above all you should honour, respect and work tirelessly to meet our clients needs and build long-lasting, mutually profitable relationships with customers and suppliers. You should ensure we are providing flexible, honest and cutting edge solutions to our industry and strive to create new opportunities and nurture all business relationships.

Reporting to: Operations Manager

Working as part of: The Operations team, **Collaborating with:** The Engineering team, the Production team, the Accounts team, the Design team and the Sales team.

How will you personally make a difference?

Your responsibility is to promptly convert orders to invoices, delivering on our promises to our clients in terms of delivery times, accuracy and quality. You should achieve technical excellence in all that you do. You should co-ordinate our customers expectations with our own resource to ensure the highest levels of customer service. Your work is crucial to enable the business to realise its income potential so that we can grow and expand our operations.

Your activities will uphold our reputation in our industries and keep water reuse and its benefits at the forefront of the sustainability agenda. Your work is crucial to our goal of water reuse becoming the “norm” in all buildings in the UK and Stormsaver being seen as a leader in water reuse innovation. The success of your work has a direct impact on whether customers will return to us to place future orders.

You will work closely with all departments in the business to ensure we deliver excellence to our customers and that you continuously improve your knowledge of our products and the industry. As part of trusting you with these responsibilities we expect you to be accountable for excellent and timely delivery of your work, to really take ownership of your particular area in the business and to take pride in everything you do.

Water Reuse Specialists

T: 01636 815 254

W: www.stormsaver.com



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Key Responsibilities

Project Management

- Answer all incoming enquiries be they calls or emails, to the operations department.
- Project manage new commercial and upgrade orders from point of order through deliveries, installation, commissioning and site visits.
- Liaise closely with the production coordinator, sales estimators, manufacturing team, engineering and finance teams to deliver projects to requirements, on time and to the highest quality, within the quickest practical timescales.
- Co-ordinate deliveries from the Stormsaver office to client sites.
- To co-ordinate deliveries for Free Issue items from Stormsaver to our suppliers.
- Co-ordinate and plan engineers diaries to take into account the following;
 - The clients needs and best possible response times
 - The urgency of the work required
 - Minimal possible driving time for engineers
 - Maximised amount of visits in one working day/ week in the same location or on the way to other locations
 - Overnight stays
 - Sensible working hours, ensuring good engineer well being and rest time
- Ensure that engineers are fully prepared the week before the visits with any documentation needed, equipment needed and ensure calendar entries are comprehensive and have all information needed.
- Maintaining and updating the project records as required following any changes to the specification or order in PSA or in V Drive.
- Create and maintain work orders in PSA ensuring the dates are accurate and the status is current.
- Ensure provision to the client of all health and safety paperwork as required for attendance on site.
- Attend handover, business or client meetings as required.
- Provide technical help to end users and ensure that you are expert in your field so that your advice can be relied upon.

Customer Service

- To provide a point of contact for all clients who are on site.
- Customer service calls at the end of each site completion to maintain ongoing relationships and establish a point of contact for the client of the building to lead to ongoing maintenance contracts.
- Communicate confidently with clients and suppliers via telephone, email, via Teams or in person as required.
- Manage difficult situations professionally and always strive to do the best for the customer as well as for the business.

Finance

- Liaise with the finance team to issue invoices after deliveries.
- Liaise with the finance team to check available credit and support with chasing invoices for overdue debts. Minimise exposing the business to financial risk by managing when we send deliveries in line with payment terms agreed.
- Monitor and maintain credit facilities in line with deliveries to ensure financial risk is minimised.
- Work with the finance team to keep the order book up to date with outstanding orders and cancellations

Additional Responsibilities

Administration

- Ensure that all data stored in the CRM is current and up to date so information is accurate.
- Maintaining and updating the client and company records as required following any changes, in PSA or the V Drive.
- Reporting to the Operations Manager information relating to completed and future planned deliveries and invoicing on a monthly basis.
- Learn, understand and keep up to date on industry news, standards and legislation.
- Manage all administration created by your own work.

Passion & Teamwork

- Uphold Stormsaver's Vision Mission and Values in all that you do.
- Care about and be passionate about your role. Strive for excellence, accuracy and quality and think beyond the immediate task at hand to more long term solutions for the business.
- Work closely with the production co-ordinator, maintenance project co-ordinators and operations manager on a daily basis to ensure smooth operations throughout the team and provide support when needed or to cover absence.
- Support the sales team post order and continue client support for repeat sales.
- Be creative with solutions and ideas and contribute actively to meetings and ideas sessions.
- Support the work of the marketing team by being active on LinkedIn and liking and sharing our social media as well as seeking opportunities for positive reviews, honest feedback and testimonials.
- Follow all company policies and procedures.
- Any other reasonable tasks that may be required from time to time.

Skills

- High level of competency with MS Office, including Word, Excel and Outlook.
- High level of competency using the internet, including emails and mapping websites.
- Technical knowledge (training will be given).
- Ability to think on your feet and be self-motivated.
- Ability to multi-task.
- Ability to work under pressure and problem solve.
- Independence and self-reliance.
- Organised and methodical, with attention to detail.
- Excellent communication skills, both written and verbal with confident telephone manner.
- Be personable, friendly and have excellent listening skills.
- Enthusiastic and hardworking attitude.
- A team player.
- Assertiveness; ability to deal with contractors in a firm but polite manner.

Experience

You will need to have:

- Project management experience (minimum 2 years)
- Experience using Microsoft office programs, particularly Outlook.
- Experience using Google maps (or similar) to search locations and create routes with multiple stop points.
- Experience of working with Technical Products.
- Experience of working with CRMs.
- Understanding of health & safety at work.



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Experience (Continued)

Whilst not essential, it would be an advantage to:

- Have experience scheduling jobs, visits, deliveries or people.
- Have worked within the construction industry, water industry or similar field.
- Good knowledge of UK Geography.
- Customer service experience.

Our offering to you

- Full time position based at Hockerton, near Southwell in Nottinghamshire.
- Working Hours are Monday-Friday 8.30am – 5.00pm.
- Annual gross salary of £23,000 with an increase to £25,000 following completion of a satisfactory 6-month probationary period.
- Provision of NEST employer pension benefit, following the completion of required scheme period of employment.
- Holiday entitlement of 20 days per annum, plus statutory days, rising by 1 day per year to a maximum of 25, following completion of 2 full years' service.
- Annual, non-contractual bonus for meeting company targets.
- Free parking on site.
- Regular training provided.
- Full Christmas shutdown period.
- Friendly team with regular social events.
- Working with a passionate, friendly team of experts in an industry which is about to grow hugely.

Apply now

Email your CV to careers@stormsaver.com

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