Job Profile

Job Title	Fulfillment Coordinator
Base:	Unit 29, Airfield Industrial Estate, Cheddington, HP23 4QR
	Nationwide travel
Hours of Work:	37.5 hours per week (full time)
Responsible to:	Managing Director
Accountable to:	Managing Director

1. Job Summary

In conjunction with the General Manager (GM), Operations Manager and Yard Manager the Fulfilment Coordinator will work across organisational boundaries to ensure appropriate measures are in place and to deliver national and local strategic and operational service objectives and standards and will contribute to shaping the future business.

The Fulfilment Coordinator is responsible for working with all staff to ensure the efficient and effective day-to-day running of the company. The Fulfilment Coordinator will ensure the company is delivering high quality goods and service to all customers, whilst maximising the value for money and time.

The post holder is a key member of Mezz One's team, and will develop and implement plans to secure the agreed objectives for the Business and make a positive contribution to service delivery, nationwide.

2. Main Responsibilities

- Supervise and coordinate all aspects of projects from inception to delivery
- Monitor production activities to ensure they meet the projects specifications and timelines
- Ensure that all materials for fabrication complies with design specifications and safety standards and that these are ordered and delivered in good time
- Conduct site surveys where required and requested by the Managing Director, ensure standards are met and feedback is provided
- Complete site visits to monitor progress and support where required
- Provide support to the installation teams by sourcing materials, arranging haulage and following up on orders where required
- Liaise with customers, architects, building control and contractors to address any questions, modifications or concerns
- Maintain detailed reports of work progress, inspections and any issues identified
- Report findings and provide recommendations for resolving any deviations or issues

2.1 Service Delivery and Development

- Support the GM, Operations Manager and Yard Manager to determine the strategic direction for the business, identifying future resourcing requirements and ensuring that the company meets operational requirements.
- Ensure the company delivers on locally defined targets set by the leadership team and that customers are able to access services in a timely way.
- Support the delivery of financial balances across the company through active and regular monitoring and management of expenditure, where requested to do so by the Managing Director.
- Monitor and take action to ensure that all quality, productivity and profitability targets are achieved.
- Develop best practice, service modernisation and improvements plans, to enhance the customer experience and deliver value for money.

- Facilitate change within and across organisational and professional boundaries.

2.2 Business Planning and Financial Management

Financial Management

- Support the Managing Director as the budget holder, where required, to deliver a balanced budget for the business ensuring the service provided is sustainable and delivered within the budgetary constraints.
- Support the development and delivery of Cost Improvement Programmes alongside the Managing Director, where required.
- The post holder will have budgetary responsibility within designated areas across the business and will act in a way that is compliant with Standing Orders and Standing Financial Instruction in the discharge of this responsibility.

Business Planning

- Work with the management team to formulate an effective and viable business plan for the business and take account of the demand for services and national trends and developments.
- Prepare monthly activity and trend reports where required to highlight any supply/demand issues.
- Support the management team to identify commissioning intentions and develop appropriate business cases to support future developments and plans
- Assist the management team in the preparation of business cases for all aspects of the business activities.
- Monitor the progress of existing projects and evaluate completed projects to improve service delivery.

2.3 Performance Management

- To assist the management team in delivering the performance monitoring against set targets (activity, finance, outcomes, utilisation) within designated areas of the business, and address variances should they occur to ensure effective delivery of service and standards.
- Work to source the best value for money with suppliers
- Work directly with management to assess financial procedures and use a balance scorecard approach to provide monthly summaries of financial and activity performance for relevant meetings, highlighting areas of variance.

2.4 Human Resources Management

- To lead by example and motivate all staff within the business, and to maintain the highest level of staff morale and to create a climate within the business characterised by high standards of openness.
- Ensure the contributions and perspectives of all staff are heard, valued and influence management decision making.
- Utilise workforce efficiently and effectively to ensure the structure and skill mix reflects the activity demands

2.5 Quality, Clinical Governance and Risk Management

- Support the development and delivery of the company agenda including all aspects of the service; this will include establishing systems to monitor stock and delivery, frequent job checks to ensure high standards of service
- Complete risk and method assessments for each job as and when required

- Carry out regular reviews of risk assessments and any audits required across the business, ensuring that appropriate follow-up is taken to address and reduce risk, and that learning is disseminated across all teams

2.6 Company Wide Responsibilities

- Manage processes to enable effective communications within and between teams
- To manage and coordinate designated administrative processes, e.g. ordering of supplies and monitoring material levels.

3.0 Terms of Appointment

The appointment is substantive, the probation period is 6 months.

4.0 Miscellaneous

- Deputise for the General Manager and Yard Manager

This job description is an outline of the key tasks and responsibilities of the Fulfilment Coordinator and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the company and its services as well as the personal development needs of the post-holder. Any variation will be agreed in advance between the post-holder and the Managing Director.

Fulfilment Coordinator Person Specification

FACTORS – Essential	Desirable	How Identified
Skills and qualifications - Proficiency in reading blueprints and technical drawings - Proficiency in using project management software and tools - Excellent leadership skills - Effective communication skills for clear reporting and stakeholder engagement	- Broad understanding of the construction/engineering industry and key policy issues that affect business performance. - Strong knowledge and understanding of construction practices related to mezzanine floors and structural integrity - Strong knowledge and understanding of building regulations and safety standards	Application form Education and training Interview
Experience - Familiarity with building regulations and safety standards related to mezzanines	- Experience of designing/improving business systems and processes. - Project management experience. - Experience of producing CAD drawings - Prior experience in overseeing or managing mezzanine floor installation projects is preferred	Interview/References
Personal Attributes - Detail-oriented and focussed on ensuring high-quality workmanship - Problem-solving skills to tackle unexpected challenges promptly - Proactive and adaptive to changing project dynamics - Highly ethical and committed to upholding safety and quality standards - Ability to work independently and make informed decisions - Strong analytical skills for evaluating work against standards	- Commercial acumen. - Political awareness – ability to perceive impact of actions on the decisions and activity of others.	Interview

Educational Requirements - Certificates in structural engineering or project management are advantageous - Diploma or bachelor's degree in construction management, Civil Engineering, or related field	- MBA or post graduate management qualification.	Certificates
Working Conditions - Willingness to work on-site at various locations - Ability to manage multiple projects concurrently and meet tight deadlines - Flexibility in working hours to accommodate project needs and deadlines		Interview


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