

**ECHO HOUSE PROJECT COORDINATOR**

Reporting to: Head of Project Team/ Directors

**SCOPE OF THE ROLE:**

Collaborative. Positive. Respectful. Organised. Exceptional People Skills.

Project Coordinators play a key role in the management of jobs and projects at every level at Echo House. Liaising directly with clients and interpreting briefs to a language that the studio and production teams can understand, Project Coordinators follow each and every job throughout the company ensuring our products and services are delivered on time and on point. Excellent communication and organisational skills are essential to ensuring effective co-ordination of high-quality work while under the pressures of time and budgets.

Echo is a high paced, and often highly pressured, production house. Positivity is key in everything we do. Whether you're collaborating with colleagues, communicating with clients or focusing on the task at hand, our approach is to always remain constructive. Respecting each other's contribution is essential as we believe every individual has something to offer, and the key to being successful at Echo is an ability and willingness to collaborate.

**MAIN DUTIES AND RESPONSIBILITIES:****CLIENT LIAISON**

- To act as the support to the more senior Project team members in their communications with the client, and on some accounts act as the primary link between Echo and our clients, maintaining positive relationships and ensuring Echo continues to be the go-to company for premium products and service.
- Receiving briefs from clients and interpreting them into orders to be quoted on our internal MIS system.
- Regularly updating clients on their job status and fulfilling all clients' needs and expectations.

**JOB MANAGEMENT**

- Quoting jobs on our MIS system.
- Translating orders into a brief for the design, studio, production, packing and installation teams, including spreadsheet and presentation preparation.
- Co-ordination of spreadsheets for roll outs, including managing data breakdowns for each team and analysing data for quoting.
- Liaising with our studio, manufacturing, dispatch and installation teams to ensure jobs and projects are on track and feedback to clients on their status.
- Preparing installation briefs for bespoke jobs.

**FINANCIAL AND COMMERCIAL MANAGEMENT**

- Ensure all accounts are kept up to date and invoiced accurately on time.

**TEAMWORK**

- Positive and constructive collaboration is key to everything we do at Echo. Maintaining regular, clear and positive communication with all teams and Directors is essential to ensuring jobs and projects are completed correctly.

**AD HOC**

- Echo is a dynamic, busy company with a close working team and as such we often require our employees to work on additional bespoke projects outside of their daily duties. This is also aimed to encourage and broaden individual skills and ambitions.
- To perform other reasonable tasks as required by the Directors or your department head.
- Follow and promote to colleagues, visitors and the public all health and safety procedures and protocols.
- Follow Echo's sustainability policies and procedures. Promote sustainable operations to colleagues, clients and suppliers.

**ESSENTIAL INDIVIDUAL CHARACTERISTICS:**

- Excellent time management.
- Excellent organisational skills.
- Excellent attention to detail.
- A quick learner with a positive approach will pick up everything they need to know at Echo.
- Excel, PowerPoint, Word and Outlook.

**DESIRABLE INDIVIDUAL CHARACTERISTICS:**

- Customer Service experience is an ideal grounding for this role.
- Experience in retail visual merchandising is ideal.
- A good knowledge of the retail sector.
- Knowledge of the print industry is an advantage.
- Adobe Creative Cloud experience is a bonus.
- Ability to manage multiple projects of varying nature simultaneously.

**EQUALITY AND DIVERSITY:**

We promote a working environment in which diversity is recognised, valued and encouraged. We acknowledge the multicultural and diverse nature of the UK workforce and society in general. We are committed to principles of fairness and mutual respect where everyone accepts the concept of individual responsibility. It is therefore your responsibility to make sure you observe and adhere to this policy at all times.

[www.echostudios.co.uk/policies](http://www.echostudios.co.uk/policies)