RARE EARTH
DIGITAL

Project Administrator/Coordinator

Job Description

Rare Earth Digital Ltd

0330 034 5371

www.rareearthdigital.com

Here at Rare Earth Digital, we know that the right software can accelerate a client's business growth. It is our mission to build and maintain software that supports this purpose. We work with clients to understand their goals and deliver software systems to help achieve this. Whether clients are looking for revenue growth, cost reduction, market share growth or compliance, we will fuel the attainment of those goals.

We work with some amazing clients on really exciting projects such as the development of a bespoke CRM system for a top 25 UK insurance broker, a custom automated inventory system and ecommerce platform for a leading provider of high-end computer equipment, through to the development of a cutting-edge online portal which securely captures data for genetic testing.

We love a challenge and there are always new and exciting projects to work on, we are passionate about learning here at Rare Earth Digital and due to the diversity of work there are learning opportunities on every project, some of which are technically challenging. The project team has access to top of the range computer equipment and software to enable them to fulfil their work, including MS Project. Everyone in the team is trusted and empowered to achieve their goals and develop themselves as time goes by.

Don't just take it from us – here's what our Project Manager said, "The working environment at Rare Earth Digital is great, there are no internal politics, just a really great team working hard to deliver challenging and diverse projects".

Summary

The Project Administrator/Coordinator's main responsibility is to support the Project Manager, working on a variety of different projects with a diverse range of clients.

The environment is fast paced and demanding, the right candidate must be adaptable, resilient and willing to learn. They should also be a proactive self-starter, confident and polite.

They will assist in all project related duties from concept to completion, including but not limited to attending and organising project meetings, taking detailed minutes and helping to maintain project documents.

The successful candidate will also help to keep on top of the flow of support tickets and ensure all administrative duties around that process are completed, liaising with the internal team and clients where needed.

Example Duties

- Schedule, attend and minute meetings.
- Ensure project documentation is up to date and appropriately stored.
- Support with the daily flow of support tickets, logging, tracking.
- Support effective communication across various channels.
- Provide friendly customer service.
- Deal with requests by phone, email or via the ticketing system.
- Liaise with the internal team and external contacts professionally.

- Assist with the production of test plans and the testing of new developments.

- Work on a variety of different projects.

- Produce reports and status updates for the Project Manager

Skills

- Have strong written and verbal communication skills.

- Have the ability to plan own work, use initiative and meet deadlines.

- Have the ability to manage pressure and conflicting demands and prioritise the tasks.

- The ability to accept and understand instructions.

- Team working ability.

- Reliable and honest.

- Good proficiency in Excel, Word, Google Docs and PowerPoint.

- Have a good eye for detail.

- Have an administrative or project-based background.

- Experience of using Microsoft Project would be beneficial.

Package (DOE)

Salary – £20,000 to £25,000

Hours – 9:00 - 5.30pm

Holiday – 20 days + bank holidays