

Project Coordinator (UCAS Media)

Basic information

Scale: 1

Job family: Business Services

Terms: Permanent

Location: Cheltenham

Reports to: Head of Education Sales

Direct Reports: N/A

Team: Client Services

Business unit: UCAS Media

Date reviewed: November 2019



Job purpose:

The Project Coordinator (UCAS Media) is a system administrator and project coordinator who specialises in the Salesforce suite of products. This role will coordinate the implementation and ongoing development of Salesforce into UCAS Media, and coordinates the planning of customer centric projects and initiatives.

Key accountabilities:

- Reviewing Salesforce processes and workflow to drive improvements in the sales process ensuring our customers get the best experience they can from UCAS Media.
- Responsible for all Salesforce administration and its configuration for Media
- Ensuring that all Salesforce dashboarding is set up and runs on time
- Working with the Finance team to ensure all finance issues are resolved in the sales process eg Salesforce
- Responsible for troubleshooting issues for Media within Salesforce
- Working with the rest of the organisation on strategic direction for Salesforce, in relation to UCAS Media
- Project management of UCAS Media projects for Salesforce and customer centric projects eg leadgen, Adops
- Lead on the coordination of projects for UCAS Media
- Responsible for the coordination of UCAS Media wide requirements related to customer centric projects
- Communicating regularly with the UCAS change team so they are aware of, and can effectively prioritise, UCAS Media project delivery requirements
- Work with the Data Governance team to ensure data quality governance in UCAS Media
- Responsible for sales related systems training and enablement of the floor
- Effectively communicate relevant project updates to key stakeholders.

Skills, qualifications, and experience:

- Ability to build and maintain effective stakeholder relationships in a multi-disciplinary team environment
- Ability to think ahead and plan project requirements
- A strong understanding of the phases of a project lifecycle
- Experience in coordinating a project from conception to delivery
- Knowledge of Salesforce and Salesforce Administration
- Exceptional organisational and multi-tasking skills
- Desire to drive continuous improvement in standards and processes
- Confidence in delivering training
- Ability to influence and persuade others
- Capable of effectively prioritising in a fast-moving environment
- Knowledge of IT systems including Microsoft Office and especially Outlook, Word, Excel and SharePoint
- Excellent written and verbal communication skills
- Meticulous attention to detail.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action:

Customer-focused – We understand what our customers want, and we act on their changing needs.

Collaborative – We collectively create an engaging and positive work environment.

Accountable – We take ownership of our individual and organisational performance.

Service excellence – We realise, grow, and maximise our potential.

Trusted – Individuals are trusted to make informed decisions and take appropriate risks.