



## Job Description

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### **Full-Time Project Co-Ordinator (EVA)**

**Location:** Wigan or Orlando Office

**Hours:** Full-time

**Salary:** Competitive, based on experience

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### **About Fourteen IP**

Fourteen IP is a global leader in providing AI and cloud telephony solutions to the hospitality industry. Trusted by world-renowned hotel brands including Marriott, Hilton, Hyatt, and Accor, we help properties enhance guest experience and streamline operations across more than 1,000 hotels worldwide.

As our company continues to grow, we are seeking to expand our AI function with the addition of a **Project Support Co-Ordinator**. This is an exciting opportunity for someone looking to take the next step on their career path and join a team that is motivated and committed to delivering outstanding service to our customers.

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### **Role Overview**

As Full-Time Project Support Co-Ordinator you will assist the project management team to ensure that project installations are planned, deployed, commissioned and tested in line with the solution design and specification where applicable the relevant contractual and industry standards. They also assist to ensure that projects are completed within the agreed budgetary timescales and costs.

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### **Key Duties & Responsibilities**

- Work collaboratively with the project managers and team to maximize productivity.
- Collaborate with the whole project team, contributing to the entire project life cycle.
- Organize and monitor schedules and ensure deadlines are met



- Coordinate efforts within the team and with outside 3<sup>rd</sup> Party contractors to provide SOW required and ensure Purchase orders are raised as per process.
- Produce and provide consolidated project reports in written form to management.
- Monitor Project WIP and Budget and help ensure resources are used efficiently.
- Help discern requirements and assign tasks to team members
- Ensure Presales and sales follow process, chase and organise internal kick off meetings, attend and record project minutes, store and distribute actions
- Preparation and completion of project documents
- Providing admin support as needed
- Act as an assistant or junior project manager, taking responsibility for pre-defined tasks or roll out projects
- Active ideas and contribution to process updates and improvements
- Monitoring and management of Project teams sites to ensure process is followed, tasks are completed
- Invoice for project works in line with payment terms and client credit accounts and ensuring that invoices are produced accurately, on time and that they contain sufficient detail.
- Attending and contributing to project kick off meetings when required.
- Issuing project introduction correspondence to new site installs
- Completing project closures
- Requesting project numbers and invoice requests

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## Skills & Qualificatiuons

- Exceptional communication and interpersonal skills
- Keen attention to detail and an aptitude for problem-solving
- Able to proactively address potential issues
- Excellent computer skills, including experience with Microsoft Office Suite
- Significant hands-on experience with industry-specific software
- Collaborative working style and team-player attitude
- Positive and encouraging personality
- Able to work independently with little supervision
- Highly motivated with a strong work ethic
- Reliable, trustworthy, and committed to the team's success
- Outstanding organizational skills and ability to prioritize tasks
- Able to thrive in a high-volume, deadline-driven work environment



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## How to Apply

Successful candidates will be ambitious, customer -focused and passionate about delivering exceptional levels of customer service and innovation in a fast-paced environment.

Please send your CV and covering letter to **[helen.waterworth@14ip.com](mailto:helen.waterworth@14ip.com)** or visit [www.14ip.com](http://www.14ip.com) to learn more about our business.