

## 1. Position Details

**Post:**  
**Contract Coordinator**

**Department:**  
**Operations**

## 2. Job Purpose

Working as part of a team, the Contract Coordinator is a supervisory role based on a client's premises dealing with the management and welfare of the temporary workforce. The role involves establishing & developing strong relationships with the customer and continuously improving the services provided.

## 3. Key Responsibilities

### Management of Temporary Workforce

- Provide a 'check-in' service ensuring all workers have arrived safely onsite at the beginning of each shifts start time
- Ensure all temporary workers are paid accurately & on time
- Engage with all temporary workers by maintaining a daily shop floor presence
- Deal with temporary worker enquiries in an effective and timely manner
- Address, coach and support performance related subjects directly with their team and temporary workers
- Administer time & attendance systems
- Management of temporary workers weekly payroll within set deadlines
- Management of temporary workers holidays
- Monitor working hours and length of service in line with legal and client specific requirements
- Management of all onsite PPE

### Servicing clients

- Proactively fulfil customer requirements
- Continually attract sufficient candidates through various media including advertising, social media and networking

- Coordinate and/or deliver temporary worker site introductions/assessments
- Maintain an agreed percentage pool of available temporary workers
- Identify underperforming temporary workers to turnaround or replace
- Regular and consistent management meetings reviewing day-to-day activities, ensuring all needs are being met to maintain and grow the business
- Compile and distribute accurate management information
- Ensure ISO including site specific standards & compliance are being adhered to
- Deal promptly and effectively with any customer complaints & feedback in line with company policy & escalate accordingly
- Provide a 24-hour out-of-hours service where relevant

### General

- Work to an agreed daily schedule within timescales
- Ensure all customer data and worker records are updated daily and legally compliant

## 4: Knowledge & Experience

### Essential

- Excellent communication skills & good listener
- Strong attention to detail and accuracy
- Deals with things in a firm, effective manner
- Ability to understand and follow instruction
- Work to an agreed method of operation
- Strong organisational skills
- Presents themselves in a smart professional way

### Desirable

- IT literate (understanding of Microsoft packages)

## 5: Competencies (Team Member)

Winning Good Business	Results Driven	Demonstrates drive and enthusiasm to make a difference to customers and meet deadlines
	Innovation	Generates new ideas and solutions for day to day issues which can add value for customers
	Decision Making	Evaluates options by considering implications and consequences; chooses an effective option to ensure outcome is successful
	Resilience	Deals with setbacks to overcome challenges and difficulties and stays focused on critical tasks
Improving Efficiency	Analytical Thinking	Uses information in a logical way, establishing patterns; carries out basic calculations
	Problem Solving	Identifies problems with own work and takes responsibility for finding a solution and fixing mistakes regardless of the causes
	Knowledge Sharing	Actively seeks opportunities to learn by formal and informal means; learns from others, adopting and sharing best practice
	Communication	Actively listens and conveys information appropriately and simply; checks to confirm information is received as intended
Delivering Operational Excellence	Continuous Improvement	Recognises problem areas, strives to understand causes and tries to recommend solutions to prevent re-occurrence
	Handling Change	Identifies good ideas to solve problems and address issues; embraces change
	Customer focus	Understands customer needs, builds and maintains strong relationships and makes use of feedback to deliver great service
	Self-direction	Takes accountability for own actions and takes initiative to make things happen and achieve objectives
Developing the Best People	Developing Self	Supports own personal development; accepts and gives feedback and is not afraid to ask 'how?'
	Managing Self	Effectively manages own time, resources and relationships to ensure that work is completed efficiently
	Teamwork	Identifies ways to involve others and use their knowledge, ideas & skills to achieve team goals more effectively; celebrates success for everyone, and is motivated to contribute to the team
	Building relationships	Develops a wide network of positive relationships both within and outside the business to deliver results