

## POSITION DESCRIPTION

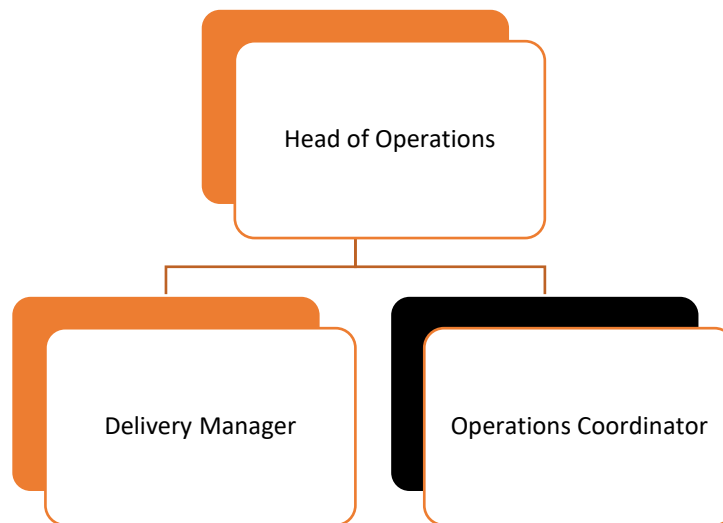
<b>Position Title:</b> Operations Coordinator	<b>Direct Manager:</b> Head of Operations	
<b>Budget Responsibility:</b> nil	<b>Direct Reports:</b> nil	<b>Indirect Reports:</b> nil

### WHAT YOU'RE HERE TO ACHIEVE

The Operations Coordinator plays a crucial role in ensuring smooth and effective running our wider team as we work to deliver transformative projects to our organisation. Reporting directly to the Head of Operations, this role will be instrumental in refining operational procedures, maintaining high standards of process governance, and delivering precise and actionable performance insights amongst other operational duties.

This role requires strong organizational skills, the ability to effectively multi-task, attention to detail, and the ability to work collaboratively with various stakeholders or independently as required.

### WHERE YOU'LL FIT IN #TEAMGALLAGHER



### WHO YOU'LL BE WORKING WITH

<b>INTERNAL RELATIONSHIPS</b>	<b>EXTERNAL RELATIONSHIPS</b>
Project Stakeholders, Project Sponsors, The IS department, The Digital Transformation Team	Vendors, Contractors, Strategic Partners

## WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
<b>Operations Execution:</b>	<ul style="list-style-type: none"> <li>● Provide reporting on important metrics and measures to ensure we continue to meet our goals</li> <li>● Keep abreast of industry trends and relevant developments</li> <li>● Evaluate and recommend new solutions, processes or policies that will benefit our team</li> <li>● Work closely with other teams to ensure we are meeting our obligations to others</li> <li>● Maintain accurate records and documentation related to operational activities. Generate reports and analyze data to identify trends, issues, and areas for improvement.</li> <li>● Coordinate and support digital transformation tickets, monitoring SLA, and delivery timelines to ensure alignment with business objectives and stakeholder expectations.</li> <li>●</li> </ul>
<b>Operational Oversight &amp; Reporting:</b>	<ul style="list-style-type: none"> <li>● Champion best practice within your role and operate to high professional standard</li> <li>● Oversee and streamline operational processes to enhance efficiency and productivity.</li> <li>● Monitor day-to-day activities and ensure adherence to established procedures.</li> <li>● Assist in managing inventory, equipment, and other resources to ensure availability and optimal utilization. Coordinate with suppliers and vendors as needed.</li> <li>● Build relationships, where appropriate, with vendors and service providers, and services/products are delivered as agreed.</li> <li>● Identify potential risks related to IS operations and develop mitigation strategies.</li> <li>● Identify bottlenecks or inefficiencies within the IS operational workflow.</li> <li>● Assist with governing the team's compliance with internal policies. Conduct regular audits and inspections to maintain standards.</li> </ul>
<b>Communication, collaboration and engagement:</b>	<ul style="list-style-type: none"> <li>● Act as a bridge between the IS team and other departments, ensuring that information is relayed clearly and efficiently.</li> <li>● Provide administrative and logistical support to the operations team.</li> <li>● Facilitate communication and collaboration among team members and other departments.</li> <li>● Raise any concerns or feedback from stakeholders.</li> <li>● Support mechanisms that allow for a collaborative approach to work.</li> <li>● Influence and inform across all levels and departments of the organization.</li> </ul>

Created/ Edited:

By:

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|  | <ul style="list-style-type: none"><li>• Plan and run team functions, activities, and celebrations.</li></ul> |
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Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

## HOW YOU'LL BE DOING IT

### Qualifications and / or Experience:

- 3+ years plus previous experience in an operational or administrative role within an IT or Project focused organisation
- Minimum, Bachelor's degree in Business Administration or a related field
- Proficiency in Microsoft Office Suite
- Proficiency in task and project planning software such as Jira, Microsoft Planner and Project, and Azure Dev Ops

### Skills / Competencies:

- Ability to strengthen partnerships with key stakeholders through maintaining a high degree of trust and integrity
- Strong organizational and multitasking abilities
- Exceptional written and verbal communication skills and the ability to influence decision-makers
- Strong critical thinking and problem-solving skills. The ability to make effective decisions in a timely manner.
- Experience working in a fast-paced and agile environment
- Forward thinking, operating one step ahead to anticipate opportunities and challenges
- Welcomes feedback from others and adopts a reflective practice to identify and develop areas requiring growth

# Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

