



# BabelQuest

## Resource & Operations Coordinator

### Key details:

- **Location:** Hybrid working 2 days from our Abingdon office per week (pro-rata)
- **Job type:** Part-time, 6-month contract
- **Salary:** Competitive

We're looking for an Resource & Operations Coordinator to help ensure our projects run smoothly and our consultants are in the right place at the right time. You'll play a key role in consultant allocation, supporting the Programme Manager with project tasks, and working with teams to keep things running efficiently. You'll also have the chance to share ideas for improving our processes and systems to make everything even better!

### What you'll be doing:

- Consultant deployment and capacity management:

Your core responsibility will be coordinating consultants' assignments to various projects. You'll ensure that the right consultants are placed on the right projects at the right time, monitor their availability, coordinate schedules with client stakeholders, and proactively address any potential gaps or overloads in capacity.

- Project administration and support

You'll provide essential administrative support to the Programme Manager, including tracking project progress, documenting meetings, and helping to meet deadlines. You will also serve as a key point of contact to ensure projects stay organised and aligned with objectives.

- Coordination across Teams

Collaboration is key! You'll work closely with internal teams, acting as the central point of contact for any resourcing-related queries. Your ability to foster positive relationships and maintain clear communication across departments will be crucial to your success in this role.

- Tracking and reporting

You will assist in tracking project progress and consultant assignments, helping to gather accurate data for leadership updates on workflows, consultant utilisation, and potential risks. While the Programme Manager will lead the reporting, you'll play a key role in ensuring the data is up-to-date and accurate by collaborating closely with internal teams

- Continuous improvement of existing systems & processes

While we have systems and processes in place, we are always looking for ways to improve. You'll have the opportunity to contribute fresh ideas to streamline operations, enhance resource management, and improve project delivery.





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### What we're looking for:

#### Essential skills & experience:

- Strong resourcing and capacity planning skills: Proven experience managing resource allocation and ensuring that project capacity aligns with demands.
- Experience with resourcing management tools: Proficiency in tools like ClickUp, HubSpot, MS Project, or similar project management platforms.
- Excellent organisational & coordination skills: Ability to juggle multiple projects, prioritise tasks, and ensure alignment across various initiatives.
- Team player: Strong collaborative skills and the ability to work effectively with internal teams and external stakeholders.
- Ability to manage multiple projects Simultaneously: Experience managing overlapping projects and ensuring that resources are utilised effectively.

#### Desirable Skills:

- Willingness to learn: A keen interest in adapting to new processes and systems as projects develop.
- Proactive mindset: A focus on continuously improving and optimising workflows, and contributing ideas to increase efficiency.
- Strong communication: The ability to communicate effectively with teams and stakeholders.
- Solution-oriented: Ability to anticipate challenges and resolve them efficiently.
- Passion for improvement: Actively works to refine processes to enhance operational success.
- Relevant project management certifications or qualifications.

### Why you'll love working here:

- We truly want to do more for our people so you'll join a team of like-minded individuals with a focus on culture, hard work, having fun, transparency, openness, and enthusiasm.
- Flexible working where you choose when and where you work
- ½ a day per week for training and professional development to support a clear career path.
- 25 days holiday, which increases with time to 30 days.
- 4 weeks paid sabbatical leave with £2K bonus after every 5 years' service
- Unlimited unpaid holiday.
- Really flexible benefits where you can choose anything from a cleaner to your pet insurance.
- Employee referral scheme.
- Employee of the Month awards.

