

Role	Project Coordinator
Led by	Chief Operating Officer
Leader to	N/A
Location	Norwich Office – with ad hoc hybrid, as required
Contract	FTC 12-months / Full Time (37.5hrs per week)

Role Overview

The purpose of this role is to coordinate the engagement, organisation/administration and reporting of contracted projects overseen by Norfolk Chambers. The role involves working directly with businesses and sector groups, compiling reports for project commissioners, public sector stakeholders and central government departments. To be successful in this role, the role holder will be skilled in seeing defined projects from initiation through deliver and review. This will require diligence and a fine attention to detail, diplomacy in communication style and capability in balancing multiple workstreams.

Key Responsibilities

Norfolk & Suffolk Local Skills Improvement Plan (LSIP)

- Engaging employers within our Keystone Employers Programme and reporting on their activity.
- Scheduling information to be shared at Sector Groups and being the LSIP representative.
- Overseeing LSIP-specific communications content and updating the Chambers marketing team accordingly.
- Organising and delivering 4x LSIP engagement events per year.
- Connecting the LSIP activities with the wider Chambers team, ensuring the skills agenda is central to wider business engagement.

Good Work Campaign (GWC)

- Engaging Norfolk-based employers and reporting on activity.
- Cross-referencing LSIP Keystone Employer Activity relevant to the GWC.
- Working with the Chambers' marketing team to overseeing GWC website content to keep it current and engaging.
- Organising and delivering quarterly GWC Employer events.
- Ensuring GWC activity aligns with the wider Chambers team and our strategic growth priorities.

You will be accountable for:

- Delivering quantifiable employer engagement to meet project objectives
- Ensuring digital content for each project is up to date, engaging and impactful
- Organising and delivering employer events specific to the projects
- Administration and secretariat support to project meetings, diaries and reporting requirements

Role Specification

Experience	
Essential	Desirable
Strong, recent experience of coordinating project work at an operational level.	
Experience in a cross-functional team where multiple priorities need to be balanced	
Experience working with data and ensuring it's accurate and up to date.	
Stakeholder engagement and partnership working	Use of workload management / basic project software such as Trello, Asana, ClickUp etc.
Knowledge	
Essential	Desirable
Commercial awareness, ideally in a B2B environment	
Working knowledge of the skills and education landscape in our region	
Understanding of the challenges and opportunities for Norfolk's business community	
Skills (...and soft skills)	
Essential	Desirable
Full MS Office suite and the appropriate business use of generative artificial intelligence (e.g. CoPilot, ChatGPT)	
Data-driven, analytical and able to prioritise and focus on the key deliverables to drive success.	
Good communication skills and confident in presenting in stakeholder meeting and to audiences	
Attention to detail and diligence in report writing, as well as time and diary management	
Strong people skills. We love having a great place to work. You'll have the emotional intelligence to build instant rapport. Your personable nature will foster a positive, collaborative environment and build strong relationships.	A recognised project management qualification or relevant experience (e.g. PRINCE2, APM, PMI, Agile)
Comfortable with change and a fast-paced environment where things move quickly.	Change management and continuous improvement methodologies