Programme Coordinator

Reports to: IT Systems and Communications Manager

Job type: Part-time, 4 days per week

The Programme

▪ Provide confidential administrative support and assistance to the IT Systems & Communications Manager with all aspects of managing the programme.
▪ Prioritise and present project and/or systems support escalation and management issues to the IT Systems & Communications Manager.
▪ Assist in the development of program and project plans, tracking and management of projects to schedule and cost.
▪ Establish and maintain the risk and issue process and documentation across projects and programme into a centralised programme register.
▪ Assist with the implementation, documentation, training and running of a new programme office tool.
▪ Assisting the IT Systems & Communications Manager with the scheduling and prioritisation of all business requirements.
▪ To create, update and improve internal working processes and streamline activities where possible.
▪ Create and maintain all appropriate programme documentation; to include tailoring templates to meet new project requirements when necessary (e.g. plans, project register, resource plans, budget information etc).
▪ General project office administration, including the creation and maintenance of appropriate filing and access authorisations within a shared environment.
▪ Develop programme summaries and present accordingly.
▪ Produce resource analysis and highlight bottlenecks.
▪ Act as a central contact point for programme stakeholders.
▪ Independently run super user meetings to communicate progress, review task list, refine where necessary and ensure the team works towards meeting business priorities.

The Projects

▪ Project manage/oversee small projects as and when required.
▪ Assist, advise and train the development teams in project management disciplines and approaches in all aspects of daily project operations.
▪ When required, provide the Project Managers with project support e.g. set-up of project meetings and writing up minutes, maintenance of risks, issues and actions logs.
Reporting, Presenting and Writing

- Help to produce presentations, briefings, background information and collateral for key meetings.
- Create, interpret, review, edit and organise project and departmental reports and presentations. Identify and communicate relevant documents to the appropriate department(s). Review documents for accuracy, completeness and timeliness for submission to the appropriate project committees or work teams.
- Working alongside the IT Systems & Communications Manager, to write, edit and provide guidance on all IT communications.
- Update the IT intranet, ensuring it features current news, information and FAQs.

Systems Support and general administration

- General administrative duties, supporting the systems and development team. This will include organising support calls within the systems support database, producing reports and support statistics.
- Assisting the IT Systems & Communications Manager with the ongoing maintenance and direction of the systems call logging system (Serena).
- Working closely with the support manager, attending weekly stand-ups and ensuring that the team are working on the agreed priorities.
- Assisting both the Support Manager & Release Manager with necessary administration and communication to support the release process.
- Diary management for the IT Systems & Communications Manager as and when required.

Education, skills, knowledge and experience

**Essential:**

- Work to high standard and with a sense of urgency, when required.
- Self motivated and results orientated
- Works on own initiative and as part of a team
- Strong written and verbal communication skills with all levels of management. This role will be consistently communicating and influencing people at all levels.
- Highly organised with strong prioritising skills
- Strong administration skills with an eye for detail
- Adaptable to change and enjoys a challenge
- Experience in IT or a programme office.

**Preferred:**

Degree educated

Awareness of Prince and Agile methodologies
Why join us?

Fremantle is one of the largest and most successful creators, producers and distributors of scripted and unscripted content in the world – from Got Talent to My Brilliant Friend, The X Factor to The Young Pope, Idols to American Gods, The Price is Right to The Apprentice.

A global entertainment powerhouse, Fremantle has an outstanding international network of production teams, companies and labels in over 30 countries. We produce in excess of 12,000 hours of original programming, roll out more than 70 formats and air 400 programmes a year worldwide. The group distributes over 20,000 hours of content in more than 200 territories. We are also a world leader in digital and branded entertainment, with more than 370 million subscribers across 1,500 social channels and over 100 billion views across all platforms.

We are part of RTL Group, a global leader across broadcast, content and digital, itself a division of the international media giant Bertelsmann.

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