

Job Specification: Project Assistant

The Company

WiFi SPARK Ltd is the leading provider of managed guest and public WiFi solutions in the UK. We supply specialist wireless network solutions to a wide range of customers both in the public sector and private enterprise. Our clients include many well-known names such as the Manchester Central Convention Complex, the National Portrait Gallery, Trafford Shopping Centre, Newcastle International Airport, The Queen Elizabeth Olympic Park and an expanding NHS portfolio that includes hundreds of NHS locations nationwide. Our services cover healthcare, transport, hospitality, retail, public sector, education, stadium and outdoor WiFi.

The company operates from a modern, well equipped premises on Matford Business Park in Exeter with satellite offices in Belfast and London. We have a culture that promotes a professional, customer-centric focus backed up by a positive and supportive attitude that runs right through the organisation. We work hard and try to have fun in the process.

The Role

The Project Assistant is a key player in the planning and delivery of our WiFi solutions. As a project support specialist you will be the focal point for all project based administration and documentation. Working closely with our surveying, installation and project management teams you will provide them with an expert level of support that enables an efficient and professional solution delivery to our customers.

This is a full-time, office-based role working out of our head office in Exeter. The projects team is a very busy function with multiple, concurrent projects in play at any one time. You can expect a full programme of work and your output will be an essential part of our overall delivery process. You will be working very closely with our in-house engineering teams as well as liaising with sub-contractors who are working on customer projects on our behalf.

One of the key tasks you will be asked to manage is the creation of professional-looking and accurate project documentation that is used to present offers to customers and record information about installed systems. This will require a very keen eye for accuracy and a "right first time" approach. These documents are created from information provided by other members of the team, some of which is technical in nature. Whilst it is not a requirement for you to be a technician to do this role, an appreciation for technology would be a distinct advantage in helping you understand the content and context of these documents. Training and support will be provided to help you achieve this.

WiFi SPARK is accredited to ISO9001:2015 for Quality Management Systems. The Project Assistant will have custody of the QMS documentation set and will be charged with maintaining these when updates or changes are required. In addition, this person will act as our Internal Auditor and will work closely with the board of directors to help ensure we remain fully compliant with the required standards. It is planned to also accredit the company to ISO27001 for Information Security Management and a similar set of duties will evolve for this. Training and support will be provided to help you achieve this.

Duties and responsibilities

This is a varied and interesting role with many facets that cover a wide range of business activities. Some of the main duties are:

- Create Site Survey Reports from information gathered by surveyors and engineers
- Create Solution Requirements Documents as part of the project initiation process
- Assemble As-built documentation from information provided by installation teams
- Create Installation Documentation for in-house and sub-contractor installers
- Create and maintain Risk Assessment and Method Statement documents
- Create and update Project Plans under the guidance of the project managers
- Generate regular and one-off project status reports
- Assist the COO and project managers in tracking project costs
- Manage the purchase order process for the operations team
- Manage the vehicle/equipment safety check/maintenance process for the engineering team
- Co-ordinate field-based engineer requirements for travel and accommodation
- Create, update and manage ISO9001 (and ISO27001) documentation and audits
- Create and update knowledge base articles from information provided by the support teams

The Person

To be successful in this role you will need to be an expert and professional administrator with a passion for accuracy. You will be extremely well organized with an eye for detail and a will be able to manage a wide variety of tasks to very high standards. Your documentation skills will be first class and you will probably be setting the standard for this within the company.

You will be working very closely with technical and installation teams, so you will need to have a good appreciation for the challenges these teams face, especially when on-site. You don't need to be a technician but you will perform best once you have a base level of technical knowledge surrounding our products and installation methods. Full training will be provided to assist in building this knowledge but an initial level of technical aptitude would be advantageous.

Client focused, professional and reliable, you will be driven by the pursuit of excellence in what you produce. Communication and a high level of organization are key attributes for this post holder and you will be expected to liaise effectively with both internal departments, customers and contractors to ensure a satisfactory outcome.

Qualifications and experience

- Strong WORD and EXCEL skills
- Previous experience working in a busy project office
- An understanding of ISO9001 and other standards
- Good literacy, spelling and grammar
- Experience of working in a technical environment
- Flexibility, agility, a team player, customer-focused and a good communicator

What we offer

This is a permanent full-time role based from our head office on Matford Business Park in Exeter. The hours will be 37.5 hours per week Monday to Friday (flexible hours will be considered) We offer 30 days paid holiday per year including public holidays, incrementing by one day per full years' service up to 33 days.

We offer a competitive salary in the range of £20,000 with annual reviews.

You will enter on a 6-month probation period and on successful completion you will be eligible for the following additional benefits:

- + Annual profit-related bonus
- + Company pension scheme
- + Family Healthcare package
- + Gym membership

Above all we will offer you the chance to work in a vibrant and exciting company that is undergoing a period of rapid growth and success. Our culture is one that supports and encourages our employees, we like challenges and work hard to deliver excellent results for our customers. Everyone is respected, acts professionally and is recognised for their input. We also aim to have fun and enjoy our work.

We use these phrases to describe our Company Culture:

[Excellence of Service](#); [Consistency & Accuracy](#); [Knowledge Sharing](#); [Commitment](#); [Adaptability](#); [Supporting & Communicating](#); [Continuous Improvement](#)

This is what we all value at WiFi SPARK:

[Honesty](#); [Respect](#); [Professionalism](#); [Loyalty](#); [Positivity](#); [Welfare](#); [Fun](#); [Opportunity](#)

The next steps

If you think this is the sort of job you can excel at, and we sound like the sort of company that you will enjoy being part of, please send your CV to ian@wifispark.com