

**The Company**

Goodridge is the world's leading manufacturer of performance fluid transfer systems. We operate in the OEM, automotive, motorcycle, motorsport, defence and specialist industrial sectors. This dynamic private company manufactures in ten facilities globally and supplies customers around the world with a unique combination of design, innovation, reliability and outstanding service. Goodridge has a turnover of over £35m and operates globally with manufacturing and distribution operations in the UK, USA, Mexico and Europe, employing more than 325 people worldwide.

**Objective**

To administer and manage the time-line and schedule of developing UK P&M programmes.  
To act as administrative, office based contact for P&M Client facing issues.  
To fulfill and exceed P&M Customer administrative project support expectations.  
To support Team members on or off-site with project lead information, details, planning.

**Key Responsibilities**

Managing P&M customer project expectations within current Goodridge resources.  
Communicating Sales Team project info to relevant internal resources.  
Fielding customer enquiries to appropriate internal teams.  
Ensuring changing P&M customer expectations are communicated to relevant DPT Heads.  
Ensuring changing P&M customer expectations are recorded and administered correctly.  
Ensuring compliance to Company best practice and professional customer contact and presentation.  
Supporting all P&M Team members on or off-site as and when required.  
Managing Projects and project teams

**Performance Standards**

Professional, internally & externally.  
Reporting to be legible, and illuminating, professional and data driven.  
Cost (within remit)/ TO control.  
Project delivery on time/ on budget/ exceeding customer Expectations.  
Maximising profit and turnover.

**Line Manager**

Business Unit Manager P&M EMEA&A

**Additional Information.**

This role may be developed / changed and as and when necessary amended to take into account changes within the organization in line with the Company's goals, objectives and contractual and legal obligations.

**Person Specification**

<b>Skill/Expertise</b>	<b>Criteria</b>
<b>Skills</b>	
Be a good self-starter and be able to work on own initiative	E
Have a good technical understanding of the Goodridge product range	E
Able to develop good relationships with internal and external customers	E
Comfortable in front of external customers at all levels	E
Previous project management experience in a technical environment	D
Have related project management qualification/s	D
<b>Key responsibilities</b>	
Work on own and as part of a small team	E
Provide customer centric support services.	E
Ensure effective system, procedure and end user documentation is maintained effectively	E
Occasional travel (including overseas) to provide support and to customers	D
<b>Performance standards</b>	
Be professional internally and externally	E
Constantly strive to improve efficiencies within the department to feed through to the bottom line	D
<b>Experience</b>	
Minimum 1 year of general technical support and/or working in a help desk environment.	E
<b>Education</b>	
General level education in Maths, English and a technical subject, ideally with an ICT qualification.	E
<b>General</b>	
This role is subject to flexible working hours to suit the P&M requirements of the Company.	E