

Deployment Co-ordinator
VPS UK Property Solutions Glazing and Locks
Salary; Depending on experience
Norwich, Norfolk

At VPS Property Solutions, we are specialists in delivering a broad range of temporary and emergency services to protect properties and assets. This is an exciting opportunity to join us during a time of change and growth.

INTRO/JOB PURPOSE

We are seeking a Deployment Co-ordinator to join our existing team. You will be the 1st point of contact with clients and responsible for coordinating their new instruction, assessing the urgency and deploying an appropriate engineer, in a manner whereby customer expectations are exceeded and sales opportunities maximized. You will also be required to achieve business goals by delivery of service standards that delights the customer.

Key Skills Responsibilities:

- To undertake accurate and timely processing of new instructions to include validation in accordance with agreed SLA's, policy and procedures
- To be the 1st contact with the client and triage all calls to ascertain if the work should be dealt with by a response engineer
- To effectively deploy Emergency and make safe work to an appropriate Response Engineer in accordance with agreed SLA's
- Liaise closely with the fulfilment network and ensure that all forward planned works are diarised appropriately to deliver the clients service expectations
- Effectively manage and deploy to appropriate subcontractor where required
- Ensure all subcontractor paperwork is returned and all jobs are invoiced accurately within the agreed timeframe
- Ensure all jobs within mercury are invoiced immediately on completion of the works
- To undertake accurate and timely processing of Client based portal and reports
- To ensure that information security policies and procedures are adhered to as defined in VPS/Evander ISMS and that all security incidents are reported promptly
- To handle queries and first line complaints from internal and external clients in accordance with the company complaint procedure and FCA and PRA requirements
- To effectively administrate the Engineer reward scheme within the Scheme rules

Skills/experience needed:

- Experience of working within a customer focused environment is essential;
- Ability to negotiate and deal with conflict;
- Ability to work as part of a team to achieve shared objectives / overall goals of the business;
- Effective communicator with excellent verbal and written communication skills;
- Strong planning and organisational skills;
- Ability to prioritize workload effectively;
- Ability to solve problems readily;

- Must be adept in use of MS Office 2000 or later, particularly Excel and Word, Internet and email;
- Previous deployment experience desirable

Why VPS?

- Fast growing business with excellent opportunities for career progression and development.
- Company pension scheme
- Annual leave 22 days and 8 bank holidays
- Employee benefits, such as Health Care Cash Plan.
- Free Medical and Legal helpline.

How to apply

Please provide a copy of your up to date CV and supporting covering letter detailing why you think you are suited to this role to the VPS recruitment team at recruitment@vpsgroup.com

If you have not been contacted within 10 working days of your application, then please presume that you have not been successful on this occasion.

Closing date: TBC