



Job Description

Project and Operations Coordinator – Radiography Division Fixed Term Maternity Cover

Job Title	Project and Operations Coordinator – Radiography Division Fixed Term Maternity Cover
Department / Function	Radiography Division
Reports To	Customer Operations and Compliance Manager
Direct reports	None
Location	Primary locations: Jarrow and Prudhoe.
Date / Version	August 2026 / A
Role Purpose	This is a fixed term maternity cover role coordinating project delivery and operational activity across Gilligan Engineering Services (GES) and NDT Electronic Services (NDT) within the Radiography Division. The postholder owns the coordination of project schedules, resources, materials, suppliers, project information, customer communications and job records, giving the division a reliable, up to date view of live work. The postholder has authority to make routine project and operational coordination decisions within agreed priorities, procedures, budgets and delegated limits, coordinating engineering deployment and resolving day to day scheduling matters directly. The Customer Operations and Compliance Manager is line manager and first point of escalation for operational priorities, customer commitments, quality and compliance matters. The Principal Engineer holds functional authority for technical matters, engineering capability and safe methods. The Group Operations Director is the escalation point for material commercial risk, unresolved cross divisional conflicts, serious people or compliance matters, or decisions outside delegated authority. The role supports NDT operational quality activity, including the administration, evidence gathering and follow up of ISO 9001 actions, and has no direct reports or formal people management responsibility.
Key Accountabilities	• The day to day project operational schedule across GES and NDT is current, realistic and reflects agreed priorities. • A reliable master view of live projects and jobs is maintained, with owners, dates, dependencies, constraints and next actions visible. • Engineering deployment and routine resource conflicts are coordinated and resolved within agreed capability and delivery requirements. • Material, supplier and subcontract requirements are identified, ordered or coordinated in sufficient time to support agreed project delivery dates, with supply risks escalated promptly. • NDT quotations, purchase orders and customer coordination are progressed accurately and on schedule. • Handover from quotation or order acceptance into delivery is coordinated smoothly, with completed work reaching job closure and invoicing readiness promptly. • ISO 9001 actions and records within NDT are administered, followed up and kept current.



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Core Responsibilities

- Own and maintain the day to day project and operational schedule within agreed business priorities.
- Coordinate project engineering deployment within agreed priorities, consulting the Principal Engineer on technical capability and escalating unresolved resource conflicts to the Customer Operations and Compliance Manager.
- Agree routine sequencing, timing and administrative changes that do not alter technical requirements, customer commitments, compliance controls or approved budgets.
- Arrange materials, suppliers and subcontract support required for project operational delivery.
- Support NDT quotations, purchase order administration and customer coordination, and support GES customer communication where needed for delivery, scheduling, handover or issue resolution.
- Run or support scheduling and project review meetings, record decisions and follow actions through to completion.
- Identify capacity problems before they affect delivery, and escalate material conflicts, competing customer commitments, insufficient capacity or technical uncertainty.
- Coordinate handover from quotation or order acceptance into delivery, and progress completed work to job closure and invoicing readiness.
- Support audits, corrective actions, process adherence and ISO 9001 evidence gathering within NDT.
- Provide routine progress updates to the Customer Operations and Compliance Manager, and contribute accurate information to divisional reporting. Escalation to the Group Operations Director should take place only where agreed escalation thresholds are met
- Place or progress purchases within expressly delegated financial limits, escalating anything outside those limits.
- Coordinate agreed onboarding arrangements, documentation, introductions and scheduled activities for new starters, with the relevant manager retaining responsibility for induction quality, probation and sign off.
- Raise material concerns affecting safety, conduct, quality, compliance or delivery with the appropriate manager.

Authority and Decision Making

- Can agree project sequencing, timing and administrative changes to schedules and deployment within agreed customer commitments, technical requirements, compliance controls and approved budgets.
- Can resolve ordinary scheduling clashes using agreed priorities, capability requirements and delivery commitments, consulting on technical capability where needed.
- Can place or progress purchases within expressly delegated financial limits.
- Can agree routine onboarding arrangements and administrative coordination decisions within established processes.



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	• Has authority to stop work where there is a reasonable belief of immediate danger or serious regulatory non compliance and must escalate the matter promptly in accordance with company procedure. • Must escalate material conflicts, competing customer commitments, insufficient capacity, technical uncertainty or decisions outside agreed parameters to the Customer Operations and Compliance Manager. • Final management, technical, compliance and material commercial decisions remain with the relevant authorised role; all authority in this role is subject to company policy, delegated financial limits, legal and regulatory requirements and Director approval routes.
Role Boundaries	• No formal people management, including probation, absence, conduct or disciplinary processes. • No technical approval or sign off; technical decisions sit with authorised technical personnel. • No ownership of ISO 9001, regulated appointments or radiation compliance. NDT ISO 9001 ownership remains with the Customer Operations and Compliance Manager or other formally designated QMS owner; the coordinator supports operational adherence, evidence gathering and corrective action follow up. • No authority to materially change customer commitments or exceed delegated expenditure. • No final authority over material or unresolved resource conflicts; these are escalated to the Customer Operations and Compliance Manager. • Routine GES customer quotation handling, order control and compliance administration remain with the Customer Operations and Compliance Manager; the coordinator is involved in GES customer communication only where needed for delivery, scheduling, handover or issue resolution.
Key Working Relationships	• Customer Operations and Compliance Manager, line manager and first point of escalation for operational priorities, customer commitments, quality and compliance matters. • Principal Engineer, functional authority for technical matters, engineering capability, safe methods and practical engineering deployment. • Group Operations Director, escalation point for material commercial risk, unresolved cross divisional conflicts, serious people or compliance matters, or decisions outside delegated authority. • Engineers, technicians and operational delivery staff across GES and NDT for planning, scheduling and job completion. • Group Technical Director and technical specialists for technical constraints and specialist input requiring escalation. • Finance and administration for purchasing, job closure, invoicing readiness and cost visibility. • Customers, suppliers and subcontractors for planning, coordination and issue resolution.



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Qualifications and Experience	• Experience in project coordination, operations coordination, engineering administration or a similar delivery focused role. • Experience coordinating multiple jobs, stakeholders, schedules and competing priorities. • Experience in an engineering, technical service, manufacturing or similarly operational environment is strongly preferred. • Experience supporting ISO 9001 processes is desirable. • Demonstrable experience using project schedules, job trackers, ERP, CRM or similar operational systems. • Experience coordinating resources where individuals have different technical skills, authorisations or availability. • A relevant project or operations coordination qualification is desirable but not essential. • Confident user of MS 365 and relevant business systems. • Full UK driving licence, essential given regular travel between GES, NDT and other Group or customer locations.
Knowledge and Skills	• Planning and organisation across multiple concurrent jobs. • Project and schedule coordination. • Accurate record keeping and documentation control. • Commercial awareness of budgets, buying and delivery cost impact. • Clear supplier and customer communication. • Follow up and escalation discipline. • Confident use of MS 365 and business systems. • Ability to work effectively across several businesses and locations. • Ability to recognise the limits of personal authority and escalate appropriately.
Behavioral Attributes and Expectations	• Organised, accountable and action oriented. • Professional and persistent in following up actions against agreed standards and deadlines. • Calm under pressure and able to prioritise competing requests. • Collaborative, practical and commercially aware. • Consistent in follow up, communication and record keeping. • Willing to raise concerns about weak planning, poor handovers or slipping standards. • Demonstrates honesty and integrity in all dealings, acting ethically even when unobserved.
Measures of Success	• Schedules, trackers and project records are maintained accurately and updated within agreed timescales. • Resource requirements and potential conflicts are identified early, coordinated where possible and escalated before they materially affect delivery. • Materials and supplier requirements are coordinated in good time to protect delivery dates. • Handovers and job closure information are complete and reliable.



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	• ISO 9001 actions and records within NDT are supported and followed through. • The coordination provided supports safe, timely and commercially controlled delivery, with material issues identified and escalated early. • Project review actions are completed or escalated by agreed dates. • Jobs progress promptly to closure and invoicing readiness once operational work is complete.
Additional Requirements	• This is a fixed term role covering maternity leave; contractual duration and termination terms are set out in the employment contract. • No special medical requirement beyond any role relevant site or operational standards. • This job description sets out the main duties and responsibilities of the role. It is not intended to be exhaustive and may be amended reasonably to reflect business needs, following appropriate consultation where required.

Core Competencies

Competency	1 Working Knowledge	2 Independent	3 Advanced	4 Strategic Expert
Project and schedule coordination	☐	☒	☐	☐
Resource and supplier coordination	☐	☒	☐	☐
Purchasing and commercial awareness	☐	☒	☐	☐
ISO 9001 support	☒	☐	☐	☐
Stakeholder communication and follow up	☐	☒	☐	☐
Judgement, autonomy and escalation	☐	☒	☐	☐

Issue and Acceptance

Approved by	Name	Signature	Date
Accepted by	Name	Signature	Date