

JOB DESCRIPTION

The Role: Operations Coordinator – 12 Months Maternity Cover

Based: Presentation Design Services, Derby

Reports to: Alesha Johnson – Director

Start Date: As soon as possible – April 2026

Outline: The role of Operations Coordinator is to manage all logistical aspects of the company. Working with all departments, you will ensure that the company operations are run in an accurate and efficient manner that is in keeping with the Company's Work Ethic.

Purpose

The role of the Operations Co-ordinator is to provide support across the whole company to gain an understanding of what is required for all upcoming jobs by liaising with Project Managers and Department Heads to stay abreast of changing schedules and requirements.

To work closely with the Events team to anticipate staffing requirements and book freelance staff for work both at our base and on customer's sites, as well as travel and accommodation as required for contracted and freelance staff, whilst also keeping within the budgets set by Project Managers.

You will be required to respond swiftly to the unpredictable nature of a busy live events production office and to effectively prioritise your workload to accommodate urgent matters.

Responsibilities

To work with Project Managers to create and update logistics schedules and crew information packs as required.

To become familiar with the Company's regular logistics and staffing suppliers such as crewing companies, couriers and trucking companies, to be the main point of contact for them and to foster excellent working relationships.

To organise transport solutions for delivering / collecting goods as required by all departments, including dispatching all completed items manufactured by the Drapes department and tracking their progress until successfully delivered to the customer. This will include using same-day couriers, specialised trucking companies, overnight and pallet carriers. To liaise with all members of the Company and assist with any transport requirements.

To become proficient at using the Company's computerised Team Track and Synergy logistics systems and to be responsible for the management of them.

To become familiar with the Company's software packages and internal systems, such as Dext and Replicon, as well as external booking sites such as APC and TPN.

To work closely with the Warehouse team, ensuring they are kept informed of all company logistical movements.

To work alongside the Warehouse team to coordinate and process all paperwork required for international work, including ATA Carnet documents.

To manage the booking of internal staff training courses, ensuring all training is kept up to date.

Form part of the office team in providing general administration support, answering the phone and directing enquiries for all departments.

To be available outside of normal office hours to assist with any logistical issues and to provide support to the Events teams working away from base (a monthly contribution will be paid towards your mobile phone bill, and a company laptop made available).

To effectively manage your own time, workload and deadlines and to be communicative and predictive about any potential problems.

You will be expected to attend and contribute to Events department meetings.

Take an active role in the Company and its processes in suggesting any possible changes that may improve day to day running.

To suggest any appropriate training courses that may help improve both yourself and Company processes.

Work according to Company health and safety policies and report any concerns regarding the work of others or any other health and safety issue.

Attitudes

At PDS we believe that service and delivery is everything. We want to provide a better, more professional service than our competitors. You are expected to carry this ethos through in your day-to-day work, both at the Company's base and anytime you are working for us away from base.

Work-Focussed: demonstrate excellent attention to detail and be aware of what is happening with regard to logistics across the whole Company.

Service-Orientated: uphold the Company's ethos of providing superior service to customers.

Approachable: maintain a friendly and approachable demeanour at all times.

Proactive & Independent: work independently, anticipate problems and prioritise tasks effectively.

Results-driven: strive for excellence by being positive and delivering results wherever possible.

Supportive: form a strong and supportive relationship with Project Managers and Department Managers. Carry out any tasks reasonably required to assist with the smooth operation of the Company as a whole.

Invested & Enthusiastic: commit to the Company's values outlined in the This Is Us document. Show enthusiasm and passion for your work, with a desire for continuous improvement.

Professional & Diplomatic: act as a PDS representative at all times, always maintaining a high level of customer service and attention to detail. Publicly support the Company (ie in front of staff, suppliers and customers) and raise any concerns privately with managers.