

Professional Services Operations Coordinator

Location	UK - Remote/Hybrid/Office based	Department	Professional Services
Hours	Full-time (40 hours/week)	Reporting to	Senior Engagement Manager

<p>About us</p>	<p>We have two world class software products: Guardian - detects, monitors and assures your complete IT estate for configuration drift and operational stability, Alchemy frees enterprises from running unsupported Windows and Citrix platforms by making otherwise incompatible applications run on the newest supported platforms – whether they run on-premises or in the cloud.</p> <p>We work in an environment of collaboration, continuous improvement, honesty, and humility. We build a customer-focused, high-quality product, relying on peer reviews, and teamwork to improve and develop ourselves in everything we do.</p> <p>Recently announced as one of the UK’s Fastest Growing Technology Companies by Deloitte, Cloudhouse is also the Preferred Partner globally for the AWS End of Support Migration Program for Windows Servers (EMP), as well as a migration partner for Microsoft’s Windows Virtual Desktop. Cloudhouse is relied upon by a number of Government departments as well as organisations across all sectors including the National Australia Bank, NASA and Centrica.</p>
<p>About the role</p>	<p>Reporting into the Head of Professional Services, we have an exciting opportunity for a Professional Services Operations Coordinator, forward thinking and analytical to support our portfolio delivery and roadmap. The Professional Services team delivers strategic projects for our clients. As the Operations Co-Ordinator you will be responsible for providing an overview of the Project Portfolio at all levels, offering insights and recommendations. We're looking for someone who is confident and can lead conversations with internal stakeholders.</p> <ul style="list-style-type: none"> • Setting up and capturing data for new project work requests including the allocated budget • Provide KPI reports focused on financial and resource management data to aid with P&L, revenue and budgetary goals. • Provide analysis that supports the business objectives of the Services organisation • Run weekly time reports to estimate revenue; identify any resource or revenue corrective actions that are required to meet/beat monthly targets and highlight operational and delivery risks • Run monthly/quarterly billing; work with accounting to record revenue. • Develop analytical reports for all sources of services revenue, consistent with company standards, and management direction. • Assist with resource management and proactive forecasting processes. • Subject matter expert for services personnel on all processes related to services revenue: time entry, project management processes relate to operations, customer billing, and staff utilisation. • Skills Matrix: Management of PS / Vertical Resource Skill Matrix, ensuring all PS resources have an updated Skills Matrix. • Continually provide suggestions and implement improvements to business and reporting processes that keep up with the changes in the organisation. • Ensure timely and complete new PS employee onboarding with content tailored to the new hires’ positions • Tracks the Professional Services Portfolio roadmap by supporting the Presales process identifying pipeline projects (quarterly)
<p>About you</p>	<ul style="list-style-type: none"> • You have incredible attention to detail, you are a self-starter, and possess strong organisational skills • You take ownership of problems and achieve good outcomes for all parties through collaboration • You are willing to initiate and embrace change • You have excellent communication and presentation skills using Microsoft PowerPoint • You have strong Microsoft Excel skills including experience with pivot tables, analyzing and formatting data, use of filters, and creating charts and graphs

You feel at home doing these	<ul style="list-style-type: none">• Working in a matrixed organisation• Managing multiple stakeholders• Working with data in an analytics-centric role• Having excellent time-management skills• Being a collaborative team player working to achieve results
These would make you stand out from the crowd	<ul style="list-style-type: none">• Demonstrated progressive industry experience in a Professional Services Operations/PMO Analyst or similar role for a high-tech product company• Professional Services Automation (PSA) tools experience recommended• Working understanding of Professional Services structures strongly preferred• Degree, preferably in Finance, Accounting, Statistics, or Business Management
Benefits	<ul style="list-style-type: none">• Private medical insurance• Group life assurance scheme• Group income protection• Employee Assistance Programme• Options Scheme• Regular social, activities including travel for remote employees

To apply send your CV/LinkedIn URL to recruitment@cloudhouse.com