

JOB DETAILS

Job Title:	Operations Coordinator
Department:	Operations (dotted line to Finance)
Location:	London (office-based Mon-Thursday, Friday remote)
Report To:	Operations Director (dotted line into Finance Director)
Date:	16/02/2026

JOB SUMMARY

The Operations Coordinator role supporting Eta projects and the BRUSH group London office, will provide essential support to the directors and operational teams across MEP, Power Infrastructure, and Authorising Engineering functions. The role involves ensuring accurate data entry into the business operating system (MS Business Central), collating and tracking purchase orders and uploading project information across internal systems to support bids and client requirements.

In addition, the role includes oversight within the office, including COSHH compliance, fire safety, and liaison with landlords, as well as supporting team collaboration events, visitor management, and meeting room bookings. The ideal candidate will be organised, proactive, and collaborative, capable of managing multiple tasks while providing professional and effective support to all levels of the business.

KEY RESPONSIBILITIES

- Liaise with operational team (MEP, Power Infrastructure and AE) to input data into our business operating system (MS Business Central).
- Collating purchase orders from customers to ensure they are raised by the appropriate internal team member and approved.
- Gathering requirements from operations team members across Authorising Engineering, MEP and Power Infrastructure to ensure data entry accuracy.
- Performance reporting- monitor main KPIs and escalate to Associate Directors.
- Collaboration- working across all departments to ensure project information is up to date and correct.
- Accreditation auditing-support directors with gathering information into drop box.
- General office reception duties/administration- stationary ordering, greeting visitors, refreshments, ordering lunches, team collaboration days/events.
- H&S requirements in the office- COSHH requirements, fire extinguishers, landlord communications.
- Setting up and booking meeting rooms for Eta and wider BRUSH Group visitors.
- Uploading project information for operational teams into systems and SharePoint to support with bids and client requirements.
- Answering all calls to the office.
- Minute taking when required for management meetings and sharing actions.
- General support as required to all directors across the business to support the operational effectiveness of Eta.

KEY PERFORMANCE INDICATORS

Maintain positive office environment for team and visitors
Project data accuracy.
Data is organised and consistent.
Flexibility on support

COMMUNICATION & WORKING RELATIONSHIPS

Internal	External
Finance team Directors Associate Directors AE Support Engineers	Customers when required

PERSON SPECIFICATION

Qualifications

- IT proficiency: Strong knowledge of Microsoft Office suite (Word, Excel, PowerPoint, Outlook) and ideally experience with MS Business Central or similar ERP systems.
- Knowledge of H&S regulations, including COSHH, fire safety, and general office safety.

Skills

- **Organisational Skills:** Ability to manage multiple tasks, coordinate data entry, and ensure accuracy.
- **Communication:** Strong verbal and written communication skills and cross-department collaboration.
- **Attention to Detail:** Accuracy in data collation and purchase order tracking.
- **IT & Systems Proficiency:** Competent in using MS systems, SharePoint, and other internal platforms to upload and manage project information.
- **Teamwork & Collaboration:** Ability to work across multiple departments.

Experience

- Previous experience in office administration, reception role or operational support in a multi-disciplinary environment.
- Experience liaising with multiple teams.
- Experience in data entry, record keeping, and reporting.
- Supporting management with documentation for auditing.
- Customer-facing experience, including handling calls, greeting visitors, and supporting meetings.

