

Plain English

CUPBOARDMAKERS

JOB DESCRIPTION – PROJECT COORDINATOR

About the role

Once a kitchen is ordered, the Project Coordinator keeps it moving. You will hold the programme, keep the client informed, get the cupboards to site and installed on time and stay with the project until the last snag is closed out. It is a logistics and coordination role rather than a technical one: anything requiring cabinet-making judgement sits with our technical and workshop team, and you will work closely with them. This position suits someone organised on paper and calm in person.

Key Responsibilities

Project Set Up & Handover

- Work alongside the Designer at point of order; review specification, drawing, and client expectations.
- Establish the project programme, including key dates for survey, technical design, production, installation and handover.
- Set up and maintain the project file so all parties are working from current information.

Programme & Production Coordination

- Attend 'All Parties' production meetings; present project status and flag risks to programme.
- Coordinate with the Production Manager and Workshop to secure production slots aligned to the client programme.
- Confirm delivery and dispatch dates with the Workshop and Dispatch Managers.
- Track long-lead items, appliances and specialist finishes against the programme and escalate delays early.
- Issue revised programmes to internal teams and the client when dates move.

Client Management

- Act as the client's main point of contact from order through to handover.
- Provide regular progress updates and manage expectations around dates, access and site readiness.
- Coordinate client site visits and attend key meetings with contractors and other trades where required.

Installation Planning

- Produce the installation programme and confirm dates with fitting and painting teams.
- Plan access solutions such as flat pack, crane hire, and parking suspension.
- Provide delivery and installation teams with accurate site access information.
- Ensure appliances and installation components are ordered and scheduled to arrive ahead of installation.
- Ensure RAMS are received from subcontractors and distributed as required.

Site Readiness & Information

- Ensure survey and technical information is issued to the Workshop in line with the programme.
- Liaise with the client's builder, architect and other trades to confirm site readiness ahead of delivery and installation.
- Pass technical queries raised on site to Production Designer or the Technical Designer and make sure the answer reaches everyone who needs it.
- Feed changes agreed on site back into the project file and, where relevant, into requisitions or VOOs.

Snagging & Completion

- Arrange snagging return visits for fitters and painters.
- Ensure snagging items are ordered, delivered and completed to programme.
- Manage client aftercare, keeping the client updated on progress, access and resolution.
- Review recurring issues with the Project Manager to improve future project delivery.

Collaboration

- Work closely with the Project Manager on programme priorities and escalations.
- Work closely with the Designer to maintain design intent from order through to completion.
- Liaise with the Workshop, Production Manager and Dispatch on build progress and delivery.
- Coordinate with subcontract fitting and painting teams throughout installation and snagging.

Who we are looking for

- Strong organisational and programme management skills, with attention to detail.
- Confident, clear communicator with clients, contractors and internal teams.
- Ability to hold several projects at different stages at once and meet tight deadlines.
- Strong problem solving, with a practical approach to keeping things moving.
- Thorough, warm, and difficult to rattle.
- An interest in interiors and design, with a keen eye for detail.
- A good understanding of how bespoke joinery sits within a wider site programme, and of site safety and compliance requirements.
- Comfortable with MS Office and CRM or project tracking systems.

Benefits

- 20 days holiday, plus closure over Christmas and bank holidays.
- Additional paid leave over the Christmas period, on top of your annual holiday entitlement.
- Cycle-to-work scheme.
- A close-knit team in a rural Suffolk setting, working on some of the most beautifully made cupboards in the country.

This role is full-time at Stowupland Hall in Suffolk, Monday to Friday, 8.30am to 5pm with an hour for lunch, reporting to the Project Manager. Salary is £33,000 to £38,000 depending on experience and background.

*To apply, please send your CV and a covering letter to **ben@plainenglishdesign.co.uk**.*