

Job Description

Role Information

Job Title	Project Delivery Coordinator
Directorate (and Team)	Projects Division
Location (supported by Hybrid Working)	London, Birmingham, Manchester
Full Time or Part Time	Full Time

Company Overview

Ardent is the UK's leading provider of land, consent management and stakeholder engagement services to support major infrastructure and regeneration projects from concept to delivery.

We are Project Managers, Chartered Surveyors, Engagement specialists and Land Referencers, based in London, Birmingham, Manchester, Warrington, Leeds, Glasgow and Dublin and supporting projects throughout the UK and Republic of Ireland.

Established in 1992, we are a high-growth business with a client portfolio that includes some of the biggest players across our four core sectors of transport, renewables, utilities and regeneration.

We are passionate about delivering life-improving change for communities and future generations and we are proud to play a key role in facilitating and delivering the UK and Ireland's net zero and growth agendas, improving connectivity, enabling the repurposing of high streets and town centres and delivering new homes.

We are problem-solvers that are outcome focused working collaboratively with our clients to provide strategic advice and services that identify and mitigate risks, deliver efficiencies, delivering buildable consents and then implementing those consents to positively change people's lives and the world that we live in.

Role Purpose

Our Ardent purpose is - Delivering life improving change for communities and future generations.

Projects Division Purpose

To be accountable for consistent, high-quality, commercially effective delivery of all Ardent projects, ensuring strong governance, client delight, risk mitigation, commercial performance, across the organisation.

- What - Ensure all Ardent projects are delivered in a strategically aligned consistent way, maximising client delight, mitigating risk, maximising commercial outcomes.
- Why - To support the delivery of life-improving change for communities and future generations, enable service expansion and long-term client retention, win future work, and deliver sustainable commercial returns that support Ardent's growth strategy and cash-flow stability.
- How – Set clear project visions and ensure alignment of resources, communication, governance, and reporting, with accountability for tracking performance and leading continuous improvement across all projects.

Role Scope and Authority

The role requires the need for competent communication skills, a knowledge of the Ardent Project Management 'toolbox' and excellent co-ordination and organisation skills. They will be primarily accountable to the Project Delivery Director for the support of Projects through the Ardent Project Management functions of Process, Control and Governance.

The Project Delivery Coordinator will support as appropriate the ongoing embedding of the Projects QMS processes and suitable Periodic Dashboard Reporting for Ardent's Major Projects; including commercial reporting, contract management and administration, programme (schedule) Management, Resource Management, Risk Management, and Health and Safety. Key to the success of this aspect of the role will be assisting in the co-ordination of project MPR meetings, project rehearsal meetings and the preparation of MPR meeting minutes.

The role includes working with other divisions and service lines as appropriate to support new Project reporting and delivery services. In particular supporting the transition of new projects from Growth to Delivery.

Where required this role will act as a Project Delivery Coordinator across identified Project(s). This aspect will include the development of functional, collaborative relationships with the Project Account Directors (PADs) and Project Account Managers(PAMs).

As required the role will provide project support to the PAM for Risk Management on all allocated projects.

Key interdependencies & relationships:

- Report to: Project Delivery Director
- Relationship: MD of Projects, Project Delivery Manager (s)
- Relationship with project delivery leaders and champions – Senior Directors, PADs, PAMs and Head of Digital

Values Alignment & Shared Commitment

The Project Delivery Coordinator promotes Ardent values, upholding a culture of integrity, collaboration and excellence, inspiring a commitment to inclusivity, change and innovation.

Ardent Values

- Thirst for knowledge - We embrace every opportunity to learn, grow and continuously improve
- Own it - We do what we say we will do. We own our individual actions, are accountable for them, and take pride in adding value
- Be the difference - Focus energy to make things happen. Go beyond process. Stand up, Stand out beyond being competent in role
- Enjoy the journey - Have fun, be engaged and be proud to be Ardent
- Adapt - We drive change and innovation to deliver growth and new opportunities in an ever-changing world

Key Accountabilities, Responsibilities & Outcomes

The Project Delivery Coordinator will support as required the delivery of maximised commercial outcomes and project reporting across allocated projects. Including but not limited to; project admin, WIP days management, debt reduction, administrating rate rises, contract updates, Deltek (finance system) updates and reporting, contract fee management, client reporting, meeting minutes and reporting, resource/tasks/programme support, data management and general project support.

Accountabilities	Outcome
Provide PADs and PAMs with support in utilising the QMS and Project Delivery Hub (PDH)- including standardised tools and templates.	Projects follow a consistent, controlled delivery approach, improving performance against time, cost, risk and opportunity realisation.
Support the Project Delivery Director to embed governance processes, controls and ways of working across all projects.	Strong, consistent governance is applied across the portfolio, improving compliance, transparency and delivery confidence.
Own, coordinate and help improve project reporting, including dashboards, templates and outputs.	High-quality, standardised reporting provides clear insight, supports decision-making and improves data consistency across projects.
Support the MD of Projects and Project Delivery Manager to plan and coordinate Project Group and Monthly Project Review meetings, including pack production, minutes, actions and follow-ups.	Well-structured, efficient meetings with clear accountability, timely actions and effective decision-making.
Support the Project Delivery Director and Project Delivery Manager to ensure risks are	Improved visibility, quality and consistency of risk data, enabling proactive management of threats and opportunities.

captured and updated across allocated projects.	
Support the MD of Projects and Project Delivery Director to maximise use of the lessons learned tools and sharing of information.	Organisational learning is captured and applied, improving future project performance, efficiency and decision-making.
Assist PADs and PAMs on project commercial reporting and commercial success of allocated projects.	Responsive, consistent commercial support improves stakeholder confidence, reduces delays and maximises commercial outcomes.
Assist in maintaining and continuously improving the Project Division SharePoint environment.	Accessible, well-managed information supports collaboration, version control and strong governance across the division.
Act as Project Account Coordinator (or in some instances the Project Account Manager) where required, contributing to project and commercial delivery.	Projects are effectively managed and commercially controlled, maintaining alignment with client expectations and business objectives.
Work with the Growth Division and project Delivery Manager, to support the smooth transition of projects from opportunity through to delivery, ensuring readiness and alignment.	Seamless handover from Growth to Delivery, with clear scope, governance and mobilisation in place, reducing risk and improving project start-up performance.

Core Competencies (Expected of Everyone)	Outcome
Integrity Upholding high standards of honesty, fairness, and ethical behaviour in all actions and decisions. Acting consistently with stated	Trust is established and maintained with colleagues, clients, and stakeholders through reliable, ethical, and transparent conduct.

values and commitments, even when faced with pressure or personal risk.	
Respect diversity Understanding, valuing, and respecting individual differences. Treating people fairly and with dignity regardless of background, identity, or role, and creating an inclusive environment where diverse perspectives are welcomed.	An inclusive, respectful culture is fostered where people feel valued and decisions are made objectively and without bias.
Safety Understanding and applying safety practices and procedures to protect people, assets, and operations. Identifying risks and hazards and taking appropriate action to minimise harm.	A safe working environment is maintained, with risks effectively managed and productivity achieved without compromising safety.
Resilience Managing pressure, change, and setbacks in a positive and professional manner. Maintaining focus, effectiveness, and emotional control during challenging situations.	Performance and professionalism are sustained during periods of stress, uncertainty, or change.

Role Competencies	Outcome
Teamwork & collaboration Working collaboratively with others to achieve shared objectives. Building positive	Strong collaboration enables effective delivery, improved problem-solving, and achievement of common goals.

relationships, sharing information, and contributing actively to collective success.	
Driving for results Demonstrating determination and setting high standards and taking ownership of outcomes.	Clear goals are achieved, and performance outcomes are consistently delivered despite challenges.
Commercial acumen Recognise business, financial, and commercial principles to support decisions and actions. Recognising how individual work contributes to organisational performance.	Decisions are commercially sound and aligned with organisational priorities and financial sustainability.
Influencing & Persuading Shaping thinking and outcomes by presenting clear, well-reasoned perspectives that encourage others to adopt a course of action.	Understand and develop ideas and decisions to gain traction. Critical priorities move forward through trust, credibility, and well-judged influence, resulting in stronger decisions and more effective delivery.
Continuous Learning Maintaining a commitment to ongoing learning and professional growth. Actively seeking opportunities to develop knowledge and skills, reflecting on experience, and encouraging others to learn, grow, and adapt in response to changing demands.	Capability and confidence grow over time, with clear learning objectives and day-to-day work ethic to strengthening resilience, innovation, and long-term organisational effectiveness.

Technical Competencies	Outcome
Digital & AI Fluency	Support AI-Driven Project Intelligence: Proficient in using AI-powered tools for predictive modelling, automated risk forecasting, and real-time resource

	optimisation and capability in our core tools such as Deltek.
Proactively manages costs and budget for low complexity or low risk projects/work packages.	Projects and work packages are delivered within agreed budgets, with clear cost tracking, early identification of variances, and effective financial control to minimise overruns and maximise value.
Proactively contributes to the management of risks, opportunities and issues in low value or low risk projects.	Risks, opportunities and issues are identified early and actively managed, reducing disruption to delivery and enabling informed decision-making and improved project outcomes.
Knowledge of stakeholder management to ensure messages are understood by key stakeholders.	Stakeholders are well-informed, aligned and engaged, with clear and effective communication that supports understanding, builds trust, and enables timely decision-making.
Project management knowledge and experience including Prince 2 or APM methods to successfully help deliver projects, including process, control and governance.	Projects are delivered in a structured and controlled manner, with effective application of project management methodologies ensuring strong governance, clear processes, and reliable delivery of objectives.