Job Description & Person Specification

Section 1
Role Overview

Job title:	Business Co-Ordinator
Vacancy reference:	5435
Faculty/Theme/Centre:	FEAS/Cranfield Defence and Security/COTEC
Location:	This role is based at COTEC, West Lavington, Devizes, Wiltshire. Full onsite presence is required due to the nature of this role
Job type:	Full time, Permanent
Hours of work:	37 hours per week, normally worked Monday to Friday. Flexible working will be considered
Salary details:	Salary Level 4 – range £29,950 to £35,019 per annum
Line Manager:	Geoff Bunn, Operations Manager
Closing date for applications:	30 November 2026
Start date:	As soon as possible
Interview date:	To be confirmed

Section 2

About Cranfield University

Cranfield's world-class expertise, large-scale facilities and unrivalled industry partnerships is creating leaders in technology and management globally. Find out more about our unique impact, and our vision, mission and values here.

We aim to create and maintain a culture in which everyone can work and study together and realise their full potential. We are a Disability Confident Employer and proud members of the Stonewall Diversity Champions Programme. We are committed to actively exploring flexible working options for each role and have been ranked in the Top 30 family friendly employers in the UK by the charity Working Families. Find out more about our key commitments to Equality, Diversity and Inclusion and Flexible Working here.

Section 3

About Cranfield Defence and Security

Based at the UK Defence Academy at Shrivenham in Oxfordshire, CDS has an unrivalled reputation for defence education, research and consultancy, our expertise is trusted by governments, armed forces, and industry and security services around the world.

Visit the Cranfield website to learn more about the current research activities, taught programmes and impact: Learn more about CDS.

About the Cranfield Ordnance Test and Evaluation Centre (COTEC)

Learn more about CDS.

COTEC is an outstation of Cranfield Defence and Security within the Centre for Energetics Technology and is located on Salisbury Plain south of Devizes. The site is leased from the MOD and all range operations are carried out under the authority of the Defence infrastructure Organisation Salisbury Plain DIO(SP).

The site carries out a wide range of tasks primarily based around the testing and evaluation of explosives, ordnance and munitions for the Ministry of Defence and commercial customers. The site also carries out research and supports the research projects of Cranfield University students.

COTEC carries out its own technical and administrative duties and facilities management with support from the relevant departments at Shrivenham. Human resources and finance management is provided by Cranfield at Shrivenham.

Section 4
Job Details

Job Purpose

To ensure that all customer requirements are met in an efficient and timely manner and to ensure the smooth running of all aspects of the site. To take ownership and be responsible for a number of tasks vital to COTEC. Specifically, to be responsible for the administration of trials including the procurement of material, the running of the quality management system and the collection and publication of trial data and reports.

It is essential that the role holder is self-motivated and proactive, capable of taking responsibility at a high level with the minimum of guidance and able to make decisions on their own.

Key Deliverables

	Description of Deliverables	% of time
1	To be the main point of contact in the COTEC admin building for customers, COTEC staff and other CDS employees. To provide advice, answer queries where possible and direct all other enquiries to the relevant persons. As COTEC has a small staff and many of the staff will be on the range during the working day the Business Co-Ordinator will need to be able to work independently and professionally field and answer enquiries from a wide range of sources both business based and technical. Typical enquiries cover possibilities of future work, changes to customer trial requirements, issues around supply of vital trial resources and safety updates from Range Control.	30%
2	**Budget management and control** – Monitor and record expenditure on individual trials and on-site maintenance to ensure that spending remains within the limits set at budget meetings and during trial costing. Attend quarterly meetings with the Director and Trials Conducting Officers (TCOs) to discuss budget forecasts and likely expenditure and to brief the meeting on the current and forecast financial situation.	20%
3	**Procurement** – Supervise the timely and efficient procurement of items required for specific trials and facilities. Liaise with TCOs and Instrumentation staff to ensure that all customer requirements are met and alert relevant staff to any potential issues That may affect the running of the Trial, including non-availability or delay in supply of essential trial material, changes to trial requirements from customers or other stakeholders.	15%
4	Maintain trial folders in accordance with the standards laid down in the ISO 9001-2015 quality manual. Report any quality issues to the Director and attend bi-annual quality management system meetings. To report on any quality issues, non-conformances in the Quality management system and any customer feedback.	15%

5	To line manage the receptionist and be responsible for their performance, outcomes, individual development, and health and safety. To carry out their P&DR and regular catch ups and to deputise for the receptionist in their absence.	5%
6	**Trial reporting** – To be responsible for the accurate inputting of trial data into trial reports in a variety of formats. To oversee and be responsible for the issue of trial reports to customers. To ensure that all trial data is safely stored on the COTEC servers.	5%
7	To maintain the instrumentation calibration register and to liaise with the instrumentation staff to ensure that all necessary instrumentation is calibrated when required.	5%
8	Maintain register of statutory inspections and ensure that all inspections are booked and carried out in a timely manner.	5%

Planning and organising

Planning and organising is integral to this post. The post-holder will act as the central conduit between customers, range staff, suppliers and other university staff members. The ability to think ahead, multi-task and prioritise is essential to making this role a success. Due to the low level of staffing and the large area of COTEC, in a remote location the post holder will spend a large amount of time working unsupervised and will need to prioritise tasks while remaining flexible.

Communicating and influencing

A strong blend of professional qualities is essential to give the post-holder the ability to work constructively with a wide range of stakeholders including customers, range staff, suppliers and university staff. External stakeholders include MOD, AWE Aldermaston, DSTL and a number of Defence Contractors based in the UK and abroad. Excellent interpersonal skills will be required to ensure that positive working relationships are formed and maintained across all levels. The post-holder will be a main conduit for the passage of information between COTEC and the MOD who are the owners of the site and authorise all range activities.

The post holder will be required to maintain a customer focused approach to a wide range of queries and issues. This post will form one of the main customer facing roles at COTEC and as such a professional and efficient manner is essential.

Problem solving

The post holder will be required to use knowledge and initiative to resolve a large range of issues, many of which could have far-reaching consequences for the efficient running of trials. This could include problems with the supply of items needed for the safe and efficient running of the trial which could arise at late notice and require a great deal of ingenuity to resolve without jeopardising the trial. Other potential issues are the late notice alteration to trial dates by the customer, which would require liaison with range control and other customers to re-schedule the range diary whilst maintaining a positive and professional relationship with all stakeholders.

Sound judgement and business awareness will be essential in order to correctly determine the appropriate response to queries.

Although the post requires a great degree of initiative and decision making, it is equally important to recognise when it is necessary to consult other staff members.

Decision making

I) Decisions you will take without reference to others

- Development and line management of the receptionist
- Prioritising and management of workload
- Ensuring that all elements of the management manual are adhered to.
- Scheduling of statutory inspections of the site
- Timetabling of trials

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II) Decisions you will refer to your manager/colleagues

- Format and content of trial reports
- Technical queries relating to trials
- Trials updates from Range Control
- Requests for trial quotations

Guiding framework

- University guidelines including financial manual and HSE procedures
- COTEC Range orders and procedures
- COTEC ISO 9001:2015 Quality manual
- DSA OME Part 3 (Ranges)

Impact

This role is one of the most customer facing roles at COTEC and as such the postholder will be integral in presenting COTEC as an efficient and professional organisation. Decisions made by the post-holder will have a major bearing on the ability of COTEC to operate safely and efficiently.

Facts and Figures

COTEC has a staff of 12 and an annual turnover in excess of £1.2M. COTEC runs trials at a number of locations across the site which is in excess of nine acres, for a variety of customers, including MOD, AWE Aldermaston, DSTL and a number of Defence Contractors based in the UK and abroad. The site is active at one or more locations most working days of the year. The trials vary greatly in size and scope, from one day trials to complex, heavily instrumented Trials lasting several weeks.

For the last five years COTEC has returned a surplus.

Section 5
Am I suited to this role?

Criteria	Essential	Desirable
Education / Qualifications	Educated to GCSE level	Educated to A level
Experience	Significant experience in business administration Significant experience of working within the defence environment Experience of being the central contact point in a busy office in a demanding role Providing excellent customer service Working with budgets and experience in presenting financial information Dealing with a wide range of people	Working within HE
Knowledge	Knowledge and experience in the conduct of trials, including the statutory legislation for the classification and testing of ordnance and explosives and the materiel and data acquisition required to meet the standards Proficiency in all Microsoft office applications	
Skills / Aptitudes	Clear oral and written communication skills Excellent planning and organizing skills with proven ability to prioritise Attention to detail and accuracy in particular when inputting data and producing reports A demonstrable ability to meet deadlines	Design skills

	Ability to multi-task Ability to work under pressure Ability to work autonomously	
Values	Ability to demonstrate our values: Ambition, Impact, Respect and Community	
Other	Independent, confident and self-motivated personality Flexible Friendly and personable manner	