



We have an exciting opportunity for an Administrator to join our dynamic Operations team which is the engine room of the business. The team provides vital support to our sales and site teams and aims to give our clients a gold standard and professional delivery of every order.

### Job Identification

Title:	Administrator
Department:	Operations
Line Manager:	Senior Operations Manager
Salary package:	Dependant on experience

### Job Summary

To facilitate the company's operational requirements, ensuring targets are met and administration tasks are fulfilled, with particular emphasis on delivering exceptional service to all customers. To also assist and support Account Managers to enable them to achieve targets, ensuring smooth running of their contracts..

### Primary Objectives

- Distribute documentation to clients with interpretation, guidance and recommendations, with a view to maintaining relationships and encouraging long term business.
- Process order paperwork promptly to ensure that full and accurate information is provided to colleagues and customers.
- Ensure all positive sample results are dealt with within agreed KPIs, ensuring correct advice is given to customers and LCA compliance procedures are followed at all times.
- Maintain and update the planning software/schedule to ensure all works are undertaken on time with appropriate documentation being supplied to clients within agreed KPIs.
- Raise accurate invoices promptly, and track expected revenue to allow the company's performance to be monitored.
- Raise purchase orders for suppliers and subcontractors, liaising with them regarding required delivery dates.
- Respond rapidly to any customer complaints so that the problem is speedily resolved to the customers' satisfaction.
- Work closely with, and support, the Sales Department to ensure all projects are delivered so as to optimise all commercial opportunities.
- Ensure all stages of the Sales and Operations Processes are adhered to and that delivery of all projects is undertaken to the highest possible standard.
- Maintain full and up-to-date knowledge of all relevant legislative, technical and quality areas and associated regulations.



### Qualifications/ Experience

- Minimum 5 GCSE's or equivalent A\*-C (to include English & Maths).
- Minimum 2 years administration experience (in an Operations environment would be desirable but not essential).
- Knowledge of basic accounting techniques.
- Excellent interpersonal skills (written and verbal).
- Excellent customer service skills.
- Excellent planning and organisational skills.

### Person Profile

- A well-motivated, dynamic and hard-working individual with the drive and determination to surpass targets.
- Must be enthusiastic, understand and demonstrate the importance of customer satisfaction to the highest standard, and thrive when working under pressure.
- Must demonstrate integrity, honesty, dignity, professionalism and respect in all dealings with customers and colleagues.
- Can participate effectively in teamwork and use own initiative when required. Must be a team player.
- Must be a flexible individual who enjoys the challenges of meeting deadlines with the willingness to go the extra mile when necessary, to ensure the needs of the customer are met.
- Must be eligible to work in the UK.
- Ideally located within 30 miles of our office, but this is open to discussion.

### Further Details

- Holiday entitlement: 22 days per year plus bank holidays
- Provision of a laptop for business use only
- Auto Enrolment Pension Scheme
- Incentive Scheme
- Long Service Award scheme
- Opportunity for career development within the company
- Working hours will generally be 40hrs per week
- Training will be provided as necessary
- Start date: Immediate

**Note:**

If you are shortlisted you may be required to attend two interviews