

## Administrator – job description

<b>Job title:</b>	Administrator
<b>Reports to:</b>	Operations Supervisor / Operations Director
<b>Location:</b>	North West London
<b>Summary of post:</b>	To assist with administration throughout the business. The administrator will assist each department as and when needed.

### **General:**

- Ability to multi-task within a fast-paced environment and work within a team as well independently
- Assist team member with customer queries via email (and telephone)
- Work within the company's Standard Operating Procedures and agreed Service Level Agreements
- Answer telephones and assist with emails
- General filing and other administration tasks

### **Responsibilities by department**

#### **Engineering:**

- Schedule engineering work effectively and in a timely manner.
- Prioritise bench workload between Sales, Hire and Service commitments.
- Maintain the support contract call out page on the Engineering TEAMS site.
- Act as the training matrix co-ordinator – ensuring that professional qualifications, accreditations, and competencies are up to date and renewed as required. Programme in required courses to maintain competencies and to enable elite status to be achieved.
- Maintain up to date records on engineering personnel in order to complete timely security clearance processes for both MOD and the Courts.
- Act as Information Manager for the Engineering area to ensure codeplug and engineering data is updated and is a single source of the truth.
- Act as Engineering H&S co-ordinator for COSHH and safety equipment such as climbing harnesses and ladders.
- Run periodic reporting on T-sheets and SO to enable the Engineering Manager to monitor and identify efficiencies and escalate any issues that may result in losses.
- Act as a point of contact for customers into Engineering.
- Co-ordinate the office returns from Heathrow, Manchester and Swansea in order to track issues and deficiencies and ensure they are completed expediently.
- Daily routine engineering management, organisation, and administration in support of the Engineering Manager.

#### **Service:**

- Assisting with the booking in and booking out of all service/repair equipment
- Assist with the service mailbox
- Follow up outstanding service quotes via email
- Follow up outstanding service lines with the manufacturers
- Create sales orders and pass to the compliance team to carry out a quality check
- Update Excel management reports that are sent to customers

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### Hire:

- Pick hire equipment and liaise with the Logistics and Engineering team to fulfil hire order
- Complete quality checks on orders received
- Assist with the management of the Hire fleet with the Hire Manager
- Maintain accurate records by scanning and electronically filling documents
- Review stock levels to ensure the hire fleet is maintained to a satisfactory level
- Booking courier collections and follow up on any failed collections
- Assist the warehouse team when required
- Assist with the hire mailbox

### Sales & operations:

- Create sales orders and pass to the compliance team to carry out a quality check
- Maintain accurate stock records
- Assist the Operations Supervisor with daily tasks (property issues, purchasing)

### Person specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A levels or higher in an administrative or business management subject or equivalent experience.</li> <li>• Ability to pass CRB</li> <li>• Ability to pass Disclosure Scotland</li> </ul>	<ul style="list-style-type: none"> <li>• Project / portfolio management qualifications</li> <li>• IT and data management qualifications</li> <li>• H&amp;S qualifications</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Office Management experience</li> <li>• Administrative experience</li> <li>• Working knowledge of Microsoft Word, Excel and Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Project management experience</li> <li>• PMR/DMR products</li> </ul>
<b>Skills/Attributes</b>	<ul style="list-style-type: none"> <li>• Process and procedure driven</li> <li>• Excellent communication skills</li> <li>• Keen eye for attention to detail</li> <li>• Ability to work on own initiative and as part of a team</li> <li>• Effective planning and organisational skills</li> <li>• Ability to prioritise work and meet deadlines.</li> <li>• Ability to cope under pressure.</li> <li>• Ability to manage and embrace change</li> <li>• Good literacy and numeric skills</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to own personal development</li> <li>• Creative and willing to contribute ideas and professional opinion</li> <li>• Willingness to work unsociable hours at short notice if needed.</li> <li>• “can do attitude”</li> </ul>