

Operations Administrator - Job Description

JOB TITLE: Operations Administrator
REPORTS TO: Operations Supervisor / Operations Director
SUMMARY OF POST: 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

OPERATIONS:

- Sales Process: Managing all aspects of the sales process
 - Compliance checks all sales orders
 - Reviewing sales orders and stock requirements
 - Reviewing stock levels and recommending minimum stock levels
 - Creating supplier purchase orders
 - Making use of supplier promotions or manufacturer discount structures
 - Liaise with suppliers to ensure they maintain their Service Level Agreements (SLA)
 - Liaise with the sales, logistics and engineering teams to ensure the company meets its contractual or internal SLA's
 - Assist with the evaluation of existing and potential suppliers
 - General administration tasks (answering telephones, booking flights, hotels, hire vehicles, maintaining accurate records, etc.)
- Compliance: Assisting the Operations Supervisor with all aspects of the company's compliance function
 - Ensure the company is compliant with the following ISO accreditations:
 - 9001 Quality, 14001 Environmental, 14064 Carbon Footprint and 45001 Health and Safety, 27001 Information Systems
 - Carry out compliance checks to ensure all standard operating procedures are followed
 - Manage all other accreditations (SafeContractor, Ariba, FPAL etc.)
 - Assist with the evaluation of existing and potential operations related suppliers (IT support, property, insurance etc.)
- Projects: Assisting the Operations Supervisor with any adhoc projects

SERVICE:

- Service Process: Assist with all aspects of the service process as and when required
 - 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

HIRE:

- Hire Process: Assist with all aspects of the hire process as and when required
 - Pick hire equipment and liaise with the Logistics and Engineering team to fulfil hire order
 - Complete quality checks on orders received

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- Assist with the management of the Hire fleet with the Hire Manager
- Maintain accurate records by scanning and electronically filing 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 with the hire mailbox

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ● Either equivalent administration work experience, business management qualification or A-levels or higher qualifications ● Pass a DBS / 5 year background check 	<ul style="list-style-type: none"> ● Project / portfolio management qualifications ● IT and data management qualifications ● H&S qualifications ● Full driving licence
Experience	<ul style="list-style-type: none"> ● Office Management experience ● Administrative experience ● Working knowledge of Microsoft Outlook, Word, Excel. 	<ul style="list-style-type: none"> ● Microsoft Project and Visio ● Project management experience ● PMR/DMR products ● Sage X3
Skills/Attributes	<ul style="list-style-type: none"> ● Process and procedure driven ● Excellent communication skills ● Keen eye for attention to detail ● Ability to work on own initiative and as part of a team ● Effective planning and organisational skills ● Ability to prioritise work and meet deadlines. ● Ability to cope under pressure. ● Ability to manage and embrace change ● Good literacy and numeric skills 	<ul style="list-style-type: none"> ● Commitment to own personal development ● Creative and willing to contribute ideas and professional opinion ● Willingness to work unsociable hours at short notice if needed. ● "can do attitude"