

## Job Description

### Job Title

Business Administrator.

### Location and Hours

The role is based in the office, a minimum of 25 hours per week. Working hours are flexible.

### Line Manager

Directors of The Ingenious Air Company.

### Key Internal Contacts

Directors and the team.

### Key External Contacts

Clients, suppliers, approved contractors and installers.

### Overall Job Purpose

To provide administrative assistance and support for the office team.

### Run the Small Works, Maintenance and Breakdown Repair Function

- Co-ordinate the activities, people, resources, equipment and information for small works, maintenance and emergency breakdown repair works.
- Be the first point of contact for queries and resolve promptly.
- Prepare simple quotations.
- Ensure all contractors are fully approved using the due diligence system.
- Keep the contractor database up to date and manage a reminder system to maintain approved status.
- Forward plan and book site visits and organise the allocation of contractors.
- Ensure contractors are competent to do the job required and meet company standards of delivery.
- Establish great communication to ensure contractors arrive on site as planned and complete works as expected.
- Check contractors complete all required paperwork to specified standards and deadlines and fulfil legal and health and safety requirements.
- Follow up phone call to ensure client is happy with the works completed.
- Ensure all relevant clients are invited to set up a maintenance plan.

### Carry Out a Range of Administrative Tasks, including:

- Maintain multiple office records, registers and databases.
- Maintain the office outlook calendar.
- Organise delivery of equipment and materials to site.
- Actively contribute to team meetings and find ways to increase company efficiency.
- Order office supplies and stationary.
- Assist with the implementation of a CRM system.
- Assist with marketing activities.
- Carry out routine filing and data entry; sort and distribute office mail
- Make travel arrangements and book hotels.

- Assist with warehouse stock checks.
- Assist with any other tasks as reasonably required to ensure the smooth running of the business.

### **Health and Safety**

- Adhere to Company health and safety policies and procedures, actively implement a culture of following safe working practices and lead by example.

### **Minimum Qualifications and Training Requirements:**

#### **Essential Requirements**

- English and Maths at GCSE minimum C grade.
- Able to use IT especially Microsoft Office and Excel.
- Experience of office-based work an advantage.

#### **Knowledge and Skills**

- Excellent written and communication skills.
- Excellent organisational and administration skills.
- Able to work effectively independently and as part of a team.
- Able to follow systems and work to deadlines.

#### **Personal Characteristics**

- Enthusiastic, friendly, professional and polite.
- A positive 'can do' attitude; excited to be part of a busy, growing business.
- A strong sense of personal responsibility and a drive to see tasks through to completion.

**March 2018**

