



Role: Admin Support Assistant

Reporting To: Operations Manager

Job Specification:

Primarily the role is an Admin Support role to 3 key areas in the business:

Quality Assurance

- Responsible for the logging and progressing all Quality Assurance enquiries onto case logging system
- Maintaining records of communications with Customers / Suppliers and internal staff
- Work closely with Quality Technical Manager to ensure required inspections are carried out.
- Ensuring that an accurate record of progress is up to date.
- Producing reports to analyse performance.

Warehouse

- Providing administrative support to Warehouse Manager
- Ensuring records of safety checks are maintained.
- To answer the telephone and deal with enquiries from Suppliers & internal staff
- To assist with setting up of administrative procedures to run the Warehouses
- Ordering supplies and equipment as instructed by the Warehouse Manager

Transport

- To provide administrative support to the Transport Manager.
- To provide administrative cover in the Absence of the Transport Manager
- To answer the telephone and deal with enquiries from Suppliers & internal staff
- To deal with Customer enquiries

General

- Dealing with customers at our trade counter and ensuring they are dealt with quickly & efficiently
- Occasional Support to other areas of the Operations teams
- Adhoc duties as specified by Operations Manager.
- Your normal hours of work are 9am to 5.30pm Monday to Friday. However, hours may be variable, and you would be expected to stay until the daily workload targets are met. Flexibility will be expected and considered very much part of this job role. You may be required to work outside of these hours during our busy periods.

Pre-Requisites:

You should possess excellent communication skills.

Understand the need for Customer service and be able to deliver this consistently Cope well under pressure.

Good attention to detail, and ability to see any task through to completion.

Must be a team player and understand the benefits of working together to achieve our goals

Should have a 'can do' approach to all aspects of the role.

Should be computer literate and have a working knowledge of Microsoft Office products.

Have a flexible approach to work

Key Performance Objectives:

- To ensure the highest standards of Customer service are consistently met Exceptional Communication skills both with our External and Internal Customers
- Continued active communication with all relevant departments (Warehouse, Transport, Stock coordinator, Quality Assurance, BRI, Accounts)
- Continued commitment to maintaining Health & Safety Standards. To maintain high standards, optimum performance and efficiency at all times.

