

# Branch Administrator

## Job Description and Person Specification

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**Stannah**

Function: Administration

Reports to: Office Manager

### Purpose

To provide all aspects of administration support to the Service Branch. Liaising effectively by telephone, email and face to face with our internal and external customers, providing a friendly and professional service.

Focus of our Branch Administration in all aspects of service delivery, Health and Safety being the top priority as well as People (employee development), Customer Service, Financial, Operations and Risk.

### Core Responsibilities

#### 1. Risk:

- No compromise on **Health and Safety**: of yourself, your colleagues, customers and members of the public by adhering to and be a champion of our Health and Safety Policy at all times.
- Comply with all relevant Policies and Procedures within our Quality Management System (QMS).

#### 2. Financial:

- Consider your actions and the financial impact that they have on the business.
- Raise and check invoices, identify invoicing problems and take appropriate measures to deal with them with the relevant Manager.
- Care for stock, tools and other equipment to prevent damage or wastage.
- Ensure your activities are scheduled to ensure services are delivered effectively and within the scope of the Customer's contract to maintain profit margins.
- Recognise sales opportunities and communicate these to our Sales teams effectively.

#### 3. Customer:

- Regardless of the contract, deliver the service professionally and with pride.
- Maintain pro-active communication with your customer at all times, both externally and internally.
- Ensure you and your team deliver the very highest levels of customer service. Pro-active communication being the key element to this.
- Managing customer expectations and updating before issues become escalated.

#### 4. People:

- Achieve targets as set by GM.
- Attend all planned training, actively participate and apply the learning effectively in the workplace.
- Contribute to, and where appropriate take the lead on, continuous improvement activities.
- When appropriate, support other Branch Administrators and where applicable, Office Apprentices with their learning.

#### 5. Operations:

- Work to the agreed standards to ensure service delivery is achieved and maintained as a minimum.

- Utilise the SMR system, and tools within, to improve operational performances.
- Ensure you use intercompany systems correctly and communicate effectively with your peers, office staff and other group companies so that at all times the highest levels of motivation, co-ordination and co-operation are maintained.
- Ensure services are completed within the set time constraints and be mindful of costs.

**Other responsibilities: include work planning and general administration:**

- General administration to include all or some of the following: ensuring customer records are maintained, logging and allocation of callouts, filing, scanning, database input, preparing, amending, issuing and deleting contracts, raising invoices and credit notes, credit control
- Answer incoming calls from external and internal customers, schedule engineer's planned maintenance by arranging appointments directly with customers, handle calls sensitively from customers who may be irate, confused or anxious, call logging, deal with general enquiries.
- Deal with problems or complaints in a professional manner, this will involve liaising with managers and the administration team and to decide on an appropriate course of action and follow this through to a satisfactory conclusion.
- Any other duties/responsibilities as requested by the Office Manager, Team Leader, Branch Manager or other Senior members of the Stannah Organisation.

*This list is not exhaustive, and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Management function.*

## **Relationships**

### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

### External

External agencies including suppliers and customers.

## **PERSON SPECIFICATION**

### **Skills and Experience**

- Previous experience of working within a busy office environment
- Ability to plan, prioritise and organise workloads including scheduling of work for engineers
- Ability to use Microsoft Office
- Capable of interpreting and reporting accurate data
- Strong general administration experience
- Experience in working within a pressured environment
- Strong inter personal skills with proven ability to work across all levels of an organisation
- Competent in Numeracy.

### **Personal Attributes and Behaviours**

- An attitude that puts safety first.
- High levels of self-motivation, self-managing and tenacity to deliver on business plans

- Gravitas with peers, subordinates, customers, suppliers and distributors
- Excellent interpersonal skills demonstrating the ability to relate well with your peers and direct reports
- Able to act with confidentiality, tact and discretion
- Demonstrates a courteous and friendly approach
- A Team Player
- Ability to be flexible and to adapt to changing and challenging circumstances
- Able to operate calmly and effectively under pressure.
- Ability to formulate ideas and solutions and present them effectively when required
- A positive and constructive approach to problem solving
- Excellent communication skills with the ability to interact at all levels and with different departments
- A positive can-do attitude
- Committed to actively improving own skills, knowledge, business awareness and performance through ongoing personal development
- Organised and able to manage your time effectively by focusing on priorities and results
- Ability to work on own initiative
- Confident and able to make own decisions (when required)
- Strong attention to detail.
- A personal commitment to the values of the Stannah Group, to deliver on promises in safe and effective ways that demonstrate that we care.

Stannah is an equal opportunities employer and welcomes applications from those who are eligible to work in the European Union, irrespective of age, sexual orientation, race religion or political affiliation.

### **Managerial and Supervisory Responsibility**

- None

### **Education and Qualifications**

- NVQ in Administration or equivalent
- NVQ 3 in Customer Service or equivalent

You will also complete suitable training to enable you to work to our policies and procedures.

### **Other information:**

- Working Hours: 37 hour working week. Monday to Friday with 45 minutes unpaid lunch.
- The jobholder will be based at their contracted Service Branch Office.
- 25 Annual Holiday plus 8 Bank Holidays.
- Employee Benefits including but not limited to Stannah Rewards, Pension, Cycle to Work Scheme, Performance Plan, Wellbeing etc.