

# Job Description

Job Title	Administration Manager
Department	North Regen
Location	Turriff office, travel as business needs require
Reporting to	Operations Manager
Line Manager to	Project Administrators, Administrators.
Key Relationships	Head of Operations, Operations Manager, Contracts Manager, Site Managers, Site Supervisors, CLOs, SMT, HR, Clients, Customers

*The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.*

*You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.*

*This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.*

## Overview of role:

- ☛ Administration Leadership – To provide administration leadership within the North Regen department primarily covering several areas: administration, management, and customer/client focus across including multiple site contracts
- ☛ Administration – To undertake and be responsible for the smooth administrative operation of the North Regen department. Carry out day to day administrative duties for the North Regen department as required
- ☛ Office Management – Ensure that the day to day running of the office is adhered too following all current Company Policies and Procedures
- ☛ Management – Provide managerial support to Operations Manager, Contracts Manager, Project Administrators, Administration Apprentice, CAD and Commercial Dept and carry out HR aspects of line management including Probationary Reviews, Performance Reviews, Return to Work Interviews and the organization of the team. Ensure that the day to day running of the office is adhered too following all current Company Policies and Procedures
- ☛ Transport – Support on the Transport records and Vehicle Database
- ☛ Client Interactions – To deliver the first point of contact for all administrative queries and requests from clients and stakeholders including KPI monitoring

## Key Responsibilities:

- ☛ Have a clear overview on a day-to-day basis of North Regen Contracts as well as Administrators and North Regen Department to ensure the smooth running of the department from an administration perspective
- ☛ Undertake delegated work as directed by the Operations Manager/ Head of Operations i.e. one-off projects/reporting
- ☛ Day to day management of Project Administrators and Administration team.
- ☛ Monitor Project Administrator's/Administration sickness and authorising holidays where appropriate ensuring adequate staff are present to cover department.

# Job Description

- ✦ Provide a central point of communication for queries to the North Regen contracts and liaise with the Operations Manager/Contracts Manager and all Site Staff (including Sub-Contractors) where appropriate
- ✦ Support and direct a Project Administrators and Administration team as necessary in their day-to-day duties
- ✦ Oversee and support planning and processes to ensure departmental KPI's are met
- ✦ Following up and ensure resolution of customer complaints
- ✦ Organising meetings and managing database
- ✦ Approving all North Regen PO's
- ✦ Dealing with correspondence, complaints and queries
- ✦ Preparing weekly/monthly reports
- ✦ Supervising and monitoring the work of Project Administrators and Administrative
- ✦ Liaising with staff, suppliers and clients
- ✦ Implementing and maintaining procedures/office administrative systems
- ✦ Delegating tasks to junior employees
- ✦ Organising induction programmes for new employees
- ✦ Ensuring that health and safety policies are up to date on display.
- ✦ Using a range of software packages
- ✦ Attending meetings with senior management
- ✦ Assisting the organisation's HR function by keeping personnel records up to date, arranging interviews and so on.
- ✦ Run reports through in house system and excel on a weekly, monthly and adhoc basis to meet business requirements.
- ✦ Collate information for Contracts Manager/Operations Manager as required.
- ✦ Managing welfare and safety of self and the team, applying appropriate safe systems of work and managing/undertaking specific risk assessments as SHEQ team.
- ✦ Planning and managing workload, allocating appropriate, technically skilled resources to projects and tasks, ensuring efficient delivery of services and maximising resource utilisation.
- ✦ Complying with and championing company processes and policies, and ensuring adherence to safety, welfare, quality and environmental requirements.
- ✦ Assisting with staff recruitment, developing and mentoring others to maximise individual/team performance, undertaking performance reviews, and creating diverse teams.
- ✦ Undertake the on-going responsibility for personal development and training as required by the responsibilities of the role.
- ✦ Motivating individuals and teams to be effective, efficient, economic and creative.
- ✦ Monitoring and reporting on performance to Clients, stakeholders, senior managers and team members using the most effective communication techniques from written reports, formal presentations and other media as appropriate.
- ✦ Encouraging innovation and continuous improvement, embracing uncertainty and championing change to provide added value to Clients and contracts.

# Job Description

## Skills, Knowledge, and Experience

- You will have excellent communication skills with a proven ability to influence others and able to convey technically challenging information through a variety of media including presentations, written reports, diagrams and graphics.
- You will have a proven ability to solve technical and non-technical problems with skills in resolving conflict and managing risk.
- Effective leadership and coaching/training skills
- You will demonstrate a high level of commitment and flexibility and be eager to accept responsibility.
- You will act with integrity and professionalism, gaining the trust of Clients and colleagues.
- You will have the ability to priorities work to deliver successful outcomes
- A willingness to work flexibly to deliver projects to time and budget is essential.

## Qualifications

- A formal qualification on a relevant subject or equivalent experience (essential)

## Additional Requirements:

- Disclosure Check/DBS
- Full Clean Driving License preferred

## What We Offer

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access and 6 counselling sessions.
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Generous sick leave
- Get rewarded for innovation! Maybe you are the next James Dyson? Our Innovation Station rewards employees and their ideas that help continuous improvement across the business.
- Enhanced Maternity and Paternity Leave as part of our family-friendly benefits.
- A Flexible Benefits Scheme (including buy and sell holidays, bike to work scheme, and Healthshield care plan).
- Access to working group representatives including our ERC, Gender & Equality, and Ethnicity & Diversity for your voice to be heard and help us keep that personal touch.
- The opportunity to join our Sharesave Scheme to become a shareholder in the Sureserve Group and start saving today!
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g., Everwarm Family Fun Day, Summer BBQ, Christmas Night out!