

# Job Description

<b>Job Title</b>	Administrator
<b>Department</b>	Regeneration
<b>Location</b>	Hillington, Glasgow
<b>Reporting to</b>	Reactive Works Manager
<b>Line Manager to</b>	N/A
<b>Key Relationships</b>	Regen Administration Department, Planned and Reactive Maintenance Manager; Contract Supervisors, Site Supervisors, all trades, customers, clients, Finance Department, HR, H&S.

*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:

The main purpose of this role is to support to the Contract delivery team in daily tasks, including call management, enquiry handling, and to help the smooth running of the administration department.

## Main Duties and Responsibilities:

- Enter customer details quickly and accurately into database and/or spreadsheets.
- Ensure customer enquiries are passed to relevant department/surveyors by email.
- Deal with client and tenant enquiries, ensure correct information is provided and all relevant persons are informed.
- Raise jobs within system provided by emails and work orders
- Plan jobs for operatives and produce necessary paperwork
- Input of employee time sheets, and invoices into in house system
- Process and ensure resolution of customer complaints within Company timescales.
- Process client completion certificates and keep up to date spreadsheets for monthly submission.
- Process client payments and issue receipts.
- Log customer issues and complaints ensure these are passed to correct person to deal and ensure follow up to close issue/complaint.
- Gather information for new contracts and devise client/tenant order forms and offer letters.
- Run reports through in house system and excel on a weekly, monthly and adhoc basis to meet business requirements.
- Collate information for Manager as required.
- Respond to general enquires
- Process and issue purchase order numbers, whilst keeping corresponding spreadsheet up to date.
- Additional adhoc duties as the business requires.

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## Qualifications required:

- Preferred: Standard Grade English, Mathematics, and Administration/Business or equivalent

## Skills and Experience:

- Experience of working in an admin role within a Reactive Repairs contracts is preferred but not essential
- Ability to prioritise and meet deadlines.
- Previous experience of inputting/updating databases.
- Ability to work as part of a team as well as autonomously
- Excellent attention to detail.
- Excellent communication and interpersonal skills
- Ability to meet and exceed customer expectations
- Experience of Outlook packages (Excel, Word, Outlook)

## Additional Requirements:

- Enhanced Disclosure Check

## What We Offer

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- Generous sick leave
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- 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!
- Access to Flexible Benefits Scheme (including buy holidays, discount to retailers, bike to work scheme, Healthshield care plan, and many more).
- Work for PLC Company with option to join share save scheme.