

Position:

Operations & Support Administrator
Permanent

Role:

We are looking for a pro-active and energetic individual who thrives in a challenging SME environment, interacting with internal & external customers & suppliers and being part of a dynamic Technical Services Team. You will have a proven track record of logistics, project administration & purchasing within a high quality and safety environment delivering services to Corporate and Government clients.

Description:

The role is split roughly 50/50 between logistics and project & purchasing administration support, depending on the particular project requirements. It is an extremely “hands on” and varied role delivering professional support across the entire technical services delivery function as required.

Work day: Monday – Friday 08:30hrs – 17:00hrs (flexible)

Salary based

Accountability and Reporting:

The Operations & Support Administrator reports directly to the Project Support & Logistics Coordinator on a daily basis.

Specific Responsibilities:

- Joint responsibility for all company projects controlling goods in/out and stock control (both customer & internal)
- Completion of shipping documentation; Commercial Delivery Notes, Customer Agreement forms & Return notes working with customers and suppliers
- Completion & submission of all Risk Assessment & Method Statements (RAMS) to ensure full compliance with all relevant health & safety legislation (both company and client)
- Team responsibility for purchasing project & company requirements including liaising with the technical services team in order to identify correct components
- Tracking delivery dates for all components and updating internal systems
- Team responsibility for booking travel arrangements including flight bookings and checking vehicle availability for the company pool vehicles
- Team responsibility for the day to day running of Company Support & Helpdesk function for a variety of customers as per defined SLA's
- Communicate directly with 3rd parties including fault logging
- Provide support to the Technical Project Managers including meeting minutes, time sheets, health & safety documentation, customer/survey reports, project plan updates & project completion documentation
- Liaise with other internal departments regarding any customer queries/ disputes
- Liaising with clients, sub-contractors and the technical team
- Assisting with planning and setting up of marketing displays and demonstrations for shows and exhibitions
- Responsible for the day to day running of the company pool vehicles to include monitoring of all maintenance logs and certifications
- Jointly manage the company staff training records & the booking of any required courses

- Jointly manage the logistical elements (delivery, goods return, RMA etc.) within the ITIL based technical support process in order to support customers to pre-defined SLA's
- Assist the QESH Manager in delivering Tellemachus' ISO 9001 Quality Management System, ISO 14001 Environmental Management System and ISO 45001 Health & Safety Management System
- Day to day responsibility for facilities tasks within the Steeton HQ

Principal Accountabilities:

This role sits within the Technical Services team providing project logistics, administration, helpdesk, purchasing & health & safety support. This is a development role and the job holder will be expected to progress being given increased levels of scope and responsibility as their experience and knowledge develops (training & development will be provided).

The successful candidate will quickly become completely competent with our Company Health & Safety policy & procedures, Prince II project management principles and procedures and our ISO 9001, ISO14001 & ISO45001 accredited systems, as they all apply to every element of the job role (induction training provided). The successful candidate must be flexible enough to be able to work across the entire business function covering all aspects of administrative support.

Required Competencies

- Efficiency – Able to produce significant output with minimal wasted effort
- Organisation & planning – Plans, organises, schedules in an efficient, productive manner. Focuses on key priorities
- Intelligence – Learns quickly. Demonstrates ability to quickly and proficiently understand and absorb new information.
- Work ethic – Possesses a strong willingness to work hard & sometimes long hours to get the job done. Has a track record of working hard.
- Flexibility – Adjusts quickly to changing priorities and conditions. Copes effectively with complexity & change.
- High level of existing experience of IT systems and MS Excel, Word, Databases, Visio etc.
- Experienced and efficient user of computer-based ERP systems (stock control, deliveries, project accounting etc.)
- The ability to communicate effectively & efficiently
- Eye for detail
- Self-Motivated / work under own initiative
- Ability to work effectively under time pressures.
- Full UK driving Licence.

Desirable Qualifications/Experience Required

- Technical project administration
- Purchasing experience
- Asset database management
- Providing professional customer support services
- Stores & logistics experience within a technical delivery environment

Key Performance Indicators

- Number of missed SLA's in the Helpdesk – 0
- Average time of reply to ticket – as per SLA's
- No of turnaround projects delivered to the customer within 48 hrs of arriving at HQ
- No of deliveries delivered on time and undamaged – Target 100%

Lagging Performance Indicator

- No of project delivered outside budget
- No of technical delivery customer complaints
- No of technical support customer complaints
- No of positive customer feedbacks

What we offer

Basic £20-26K dependent on experience + team performance bonus, 20 days holiday (+ Bank Holidays)
+ Perkbox + Workplace Pension

- Full systems training
- Ongoing skills training
- Full team engagement where input will help us achieve our ambitious growth plans
- Modern office environment
- Company parking
- Excellent career progression for the right candidate

Additional Information

Tellemachus has been established since 1994 and is a growing Security Systems Integrator. The Operations & Support Administrator post is based at our Head Office in Steeton, West Yorkshire.