

Job Description – Office Administrator – Maternity Cover (12-month Contract from September 2019)

The Company

Formed 2009 Conveyor Networks provide best in class warehouse automation and software solutions for retail and eCommerce businesses of all sizes.

The company has established itself as a trusted partner to a diverse range of clients from well-known blue-chip clients through to smaller businesses; their enviable portfolio includes many e-commerce retailers and global FMCG manufacturers, including Pets at Home, QVC, WH Smith, Debenhams, Euro Car Parts, Play.com, Johnson and Johnson and Unilever to name just a few.

Conveyor Networks ensures the best tailored system for their customer's needs, with technical capability from full design to installation and ongoing added-value servicing, 24-hour help-line, spare parts and training. This includes for overall conveyor hardware and software requirements and for other key areas in the logistics process picking, packing, sorting and pallet handling and in factory automation, including design of system architecture, installation, software, system commissioning, safety and asset management.

The in-house team has extensive experience of electrical, mechanical, software and controls disciplines, providing fully integrated solutions which give their clients real return on investment. The company also prides itself on their ability to deliver what they have promised to deliver on time and to budget; this philosophy supports their mission of 'delivering affordable intelligent material handling systems, to be there.'

Responsibilities & Job Description

Reporting to the Finance Director, with dotted line responsibility to other directors in the business, you will contribute to the smooth running of the office on a day-to-day basis. Being part of a small team, the role is wide ranging and will cover, but not limited to:

- **General office administration:** on-boarding new starters; recording staff annual leave and absence; ordering office supplies; directing incoming post; inputting timesheets; meet and greet visitors; directing incoming calls;
- **Building Management:** Being point of contact for site communication; access passes for staff and visitors; maintaining health and safety records; arranging for contractors to attend site as required; liaising with external cleaners; fire marshal duties;
- **Customer Support:** logging and tracking support calls raised with third party contact centre; providing customers with reports on an ad hoc basis; regular reporting on support performance KPIs;
- **Sales Administration:** Assisting in preparing customer quotes; processing sales orders; obtaining quotes and ordering parts from suppliers; ensuring CRM system is up to date and accurate;
- **Credit Control & Sales Ledger:** setting up new customers and ensuring necessary credits checks completed; raising invoices and credit notes; chasing payment; liaising internally with any customer queries; forecasting cash to be collected each month;

- **Purchase Ledger:** raising purchase orders; setting up new suppliers and ensuring new suppliers are credit checked.

Candidate Attributes & Experience

The importance of this role cannot be underestimated. It is at the core of the business and crucial to the smooth running of the organisation. The successful candidate will be:

- A loyal member of the team, operating with high ethics, integrity, modesty and honesty;
- Willing to be involved in all aspects of the business;
- Hands on and hardworking;
- Self-starting and able to multi-task and prioritise appropriately;

The successful candidate will have:

- Strong IT skills, ideally (but not prerequisite) have previous experience of Sage 200, Microsoft CRM, Xero;
- Previous experience in a similar wide ranging role would be ideal.

The proposed start date of September 2019 should allow for a good period of handover and training. Attitude and team player mentality are absolutely key in this role.

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