

Office Administrator

Job Description

Job Title: Office Administrator
Location: Tobermore

Job Summary:

This role provides general administrative support, delivering an efficient, effective, and professional service.

Responsibilities:

The following list outlines the key tasks and duties of your post, on which your job performance will be assessed. Tasks are not in any particular order; therefore, the sequence in which they appear should not be interpreted as indicating priority or relative importance.

Duties will include:

- General office and administration duties as required.
- Coordinating tasks and following relevant processes as required.
- Respond to and make phone calls to/from customers & respond to email enquiries/requests in a professional manner.
- Accurate data input into relevant systems, e.g. quotes, orders and maintaining accurate records.
- Communicate with and build strong relationships with internal and external stakeholders.
- Provide cover for other job roles within the office when required within your capabilities.
- Competent user of MS Office packages (Outlook, Word, Excel).
- Competent user of Tobermore Navision and Dynamics software once training has been completed.
- Meeting, greeting and registering all clients and visitors at reception and directing them as appropriate.
- Supporting the arrangements for meetings, company events and other functions, including the preparation of paperwork and other materials as required.
- Liaising with suppliers regarding the catering and refreshment requirements for meetings and other functions.
- Providing travel support to all relevant staff, ensuring accuracy as a top priority.
- Providing administrative support to senior management and executive-level staff through the business, ensuring diary management and travel management are a top priority.
- Providing support and assistance to senior management and executive-level staff for hosting customer visits to HQ. Liaise with all the relevant people involved.
- Demonstrate the company values (H.E.A.R.T) in every task and colleague/customer interaction daily.
- Carry out tasks as required and deemed within your competence by your manager.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The job description will be reviewed regularly and may be subject to change.

Employee Signature	
Date	

Office Administrator Person Specification

	Essential Criteria	Desirable Criteria
Qualifications	5 GCSE's including English & Maths A – C or equivalent.	A-levels
Experience	- Minimum 1 years' experience in a similar role. - Experience managing inbound calls. - Proficient in the use of MS Office, including Excel.	- Experience using a computerised CRM system. - Experience communicating via telephone, email or face-to-face with customers. - CRM experience - Telephone experience - Experience with flight, accommodation, and travel bookings.
Knowledge, Skills & Competencies	- High attention to detail - Adaptable to changing priorities - Strong multi-tasking and organisational skills - Ability to work as part of a team and independently - Great communication & interpersonal skills - Very well organised person - Self-motivated - Ambitious and keen to succeed - Trustworthy.	Excellent administration skills
Physical Circumstances	Full valid UK driving licence	