

Operations Administrator

Donington, Lincolnshire, PE11 4TA

Hours: Monday to Friday, 08.00 am to 5.00 pm, 40 hours per week.

Salary: £23,800 - £25,500

Overview

This is a multi-faceted role, where you will need to be able to handle a varied workload – with the ability to work collaboratively across different areas of the business.

You will be responsible for processing orders through from the Sales Team and sending out the relevant internal and external communications.

You will also be responsible for handling Customer Care enquiries. This will involve direct contact with the customer, by both phone and email, and liaising with internal stakeholders to ensure cases are handled in an efficient and effective manner.

As you will be attending to different areas of the business, the ability to organise and prioritise will be paramount to your success in this role.

Role Requirements

- Excellent organisational and interpersonal skills.
- Good attention to detail, with the ability to multitask.
- An excellent administrator with an understanding of its inherent importance with the highest level of organisation.
- Excellent communication skills, with a strong ability to work with both internal and external stakeholders.
- Ability to use initiative.
- Excellent workload prioritisation skills.
- An excellent user of Excel, with quick data input skills, and an understanding of processing and analysis.
- Proficient IT skills – including the wider MS Office package, with the added ability to learn new systems.
- Drive quality throughout all activities to allow us to build on our position as market leaders and supplier of choice for high value residential developments throughout the UK.
- Demonstrate the Company Values, both personally and within your team.
- Observe all safety rules and procedures, ensuring that the work area, equipment and materials are left in a safe state; and that reasonable care is taken for the health and safety of all fellow employees and any other persons within the work area.
- Work in a manner that actively seeks to reduce any negative environmental impact in relation to the processes and procedures operating within their area and across the wider business e.g. reduction of waste, recycling etc.
- Carry out and comply with all company policies, procedures and instructions and any other reasonable duties deemed necessary by the company.

Role Accountabilities:

- Working with the Operations Office Manager to ensure the customer journey is a priority.
- Creating and processing orders, through use of our internal systems.
- Working with the wider team to ensure correct item batching and order management.
- Working with the Design Team and Sales Team to ensure the Sales & Operations planning is being adhered to.
- Updating our system with customer details and chasing relevant information where required.
- Gathering information and updating internal and external stakeholders.
- Working with Finance to ensure commercial details are processed correctly.
- Directly handling cases from customers. Obtaining crucial information that will result in the efficient handling of the cases in the most cost-effective manner possible.
- Maintaining our on-site remedial diary.
- Creating reports on Customer Care Cases for further analysis.
- General operation administration as required, where bottlenecks are experienced.
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About Us

Due to the continued success and innovation within our established family-run business, we are looking to expand our team. With generations of know-how and a 140-year heritage manufacturing bespoke timber windows and doors, we don't just pride ourselves on the high quality of our products, but also the lengths we go to ensure our employees are happy and fulfilled within their roles.

For the right candidate we offer:

- Modern equipment
- Continuous training and development
- Encouragement for internal promotion
- Wellbeing Support
- An Open Door Policy
- Free Parking
- MHFA England Mental Health First Aiders
- Perks at Work – Discount Scheme
- Various social events across the year
- Holidays: 23 days

If you feel you have the right skills and knowledge to fill the above role, then please complete the application form <https://www.georgebarnsdale.co.uk/careers/> and return to HR@gbstp.com