

Job Description

Job title	Business Support Administrator	Date September 2024
Reports to (title)	Customer Service Manager	
Contract/Department	AWE	Revision 1
Location	AWE	

Job purpose

Describe the overall purpose of the job in two or three sentences.

You will be responsible for the delivery of general business administrative duties for the account.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Proactive liaison with your line manager including the provision of task updates on a regular basis
- Superuser responsibilities on all relevant IT packages including but not limited to AMS, IFS, SharePoint, Smartsheet
- Ensuring you are multi-skilled in all administrative duties, including but not limited to: raising Purchase Orders, PPE/Uniform, Vehicles, Stationery, mobile phones/IT equipment
- Completing duties in compliance to contract SLAs and KPIs
- Ensuring up-to-date training on the systems and processes by attending training courses or by self-taught modules.
- Support the Calibration Administrator during periods of absence, ensuring you fulfil regular training obligations to maintain knowledge of role
- Provide support to the Scheduling/Helpdesk team as and when required.
- Be willing and able to complete any duty or reasonable request.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- No direct line reports

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

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- GCSE grades A to C in English Language; Mathematics
- Proven ability to provide a high standard of support in administrative principles
- A strong working knowledge and competence of MS Office applications
- Proactive and self-driven nature
- Previous experience in a facilities management role is advantageous
- Excellent self-organisational skills
- Excellent level of interpersonal and communication skills, with the ability to liaise with customers and staff at all levels in both written and spoken English.
- Previous working knowledge of the AWE Asset Management System (AMS) is beneficial
- Excellent level of interpersonal and communication skills, with the ability to converse with customers, suppliers and staff at all levels
- Demonstrated ability to contribute as a member of a team to achieve positive outcomes and provide a quality service
- Demonstrated organisational and time management skills, including the ability to manage competing priorities, to achieve tight deadlines and desired outcomes with due regards to accuracy
- Experience in computer applications, including Microsoft Office (Word, Excel, PowerPoint, Publisher), E-Mail, Internet and Databases
- The ability to establish, implement and monitor high standards of excellence in all areas
- Practical experience in an operational environment is preferable

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

- Must be able to achieve and maintain UK Security Clearance status.
- Smart, presentable appearance
- Adaptable & flexible
- Personable & approachable

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
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Job Description

Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	