

JOB SUMMARY

Job title: National Operations Administrator

Reports to: QESH Compliance Manager

Location: Corby

JOB PURPOSE:

To provide administration support for the Warranty, Technical, Training Departments, National Account Coordinator and Compliance Manager. To provide various administration tasks with accuracy and efficiency as required by the business.

PERSON SPECIFICATION:

- Ability to liaise with personnel of all levels – good communication skills.
- Ability to work on own initiative & prioritise workload.
- Ability to work under pressure & meet deadlines.
- Flexibility.
- Conscientious.
- Team Worker.
- PC Literate with Excel/Word skills

CORE ACTIVITIES:

Driver Training Administration:

1. Receive all incoming telephone calls related to Driver Training within the criteria that all incoming calls will be answered within a maximum of 6 rings.
2. Log all enquiries on the system.
3. Manage Training Instructors diaries ensuring utilisation is maximised
4. Raise estimates for external training.
5. Log all training onto the internal & RTITB portal.
6. Advise internal customers / depots on expiry dates of current certificate ensuring renewed within company timescales.
7. Produce and distribute certificates and licences.

Warranty / Training Administration

1. Provide administration support for both warranty and training department.
2. Enter training data onto both databases (Internal & RTITB)
3. Produce training certificates as and when required
4. Provide Warranty claim feedback
5. Cover for Warranty and Training Administrator as and when required

National Accounts operations

1. Provide administration cover for National Accounts Coordinator as and when required.
2. Answer overflow phone calls as and when required
3. In conjunction with National Accounts Coordinator, Produce KPI information for Major accounts
4. Cover for National Accounts Coordinator as and when required

General Duties

1. Provide admin support to the National Operations department as and when required
2. Communicate effectively at all levels, both internally and externally, in order to avoid misunderstanding and error.
3. Adhere to all company guidelines concerning Health and Safety procedures.
4. Follow company policies, procedures, quality guidelines etc. at all times.
5. Visit / work from other Impact locations if required
6. Assist with service, sales, and hire department documentation as and when required.
7. Action as necessary any other duties as may be required from time to time, which may include deputising for other administrators in their absence, should they be requested.
8. Perform any such other duties as you may reasonably be required to perform within the scope of your knowledge, skills and ability.