

**JOB TITLE:** Office Administrator/ Purchasing Admin

**REPORTING TO:** Head of Finance & HR

**FOCUS OF THE ROLE:** A pivotal member of the Administrative Team focussed on supporting the operational teams in delivering friendly, expert and professional service to our clients. Responsible for IT purchasing and general support for the Projects and Service Desk Teams. You will create great experiences for clients, both internal and external, maintaining long-lasting relationships built on trust. You will manage expectations; problem solve and help deliver the most important KPI; happy clients!

**DATE:** 12 January 2022

**POSTHOLDER:** Vacant

**Key Duties:**

- Operational Support:
  - Assist the Projects team in document preparation, booking in Engineer visits and project sign off
  - Invoice completed projects
  - Assist with monitoring and reporting on KPIs
- Sales Admin Support:
  - Keeping track of contract renewal dates, diarising anniversaries, and scheduling licence subscription renewals
  - Helping prepare proposals, presentations, and sales campaigns
  - Answering customer queries and scheduling sales call-backs
  - Maintain the CRM database with new leads and opportunities
- Purchasing Administration:
  - Sourcing best prices for IT consumables and devices
  - Order and amend cloud licences for customers as required
  - Raising supplier purchase orders and customer invoices
  - Matching supplier invoices to purchase orders and approving for payment
  - Ensuring costs are coded correctly
  - Track purchases to sales, to check that customers have been invoiced
- General Administration:
  - Front of house; meeting and greeting visitors
  - Answer incoming calls and directing to the team
  - Check voicemails and action accordingly
  - Facilities management – ensure stationery, refreshment, office supplies etc are kept stocked up
  - Able to implement processes and procedures to ensure our high standards of customer excellence are met
  - General office admin, such as post, printing, Director's support etc

**About you:**

- Excellent communication and customer service skills
- Ideally have Sales Admin, Purchasing and basic accounts experience
- Skilled in Microsoft Office products such as Excel, Word, PowerPoint and Outlook
- IT literate – used to using databases, accounting packages (preferably Xero) and video meetings (Zoom, Teams etc)
- Pays close attention to detail and can think analytically, with exceptional organisational skills
- Be able to work on own initiative, taking on responsibilities and challenges without the need for constant supervision
- Action-orientated with a 'get the job done' ethos
- Has a positive attitude and the ability to manage your own time and organise your workload
- Be confident and self-assured, yet approachable; no shrinking violets here!
- Full driving licence and vehicle