

JOB DESCRIPTION

Job Title:	Service Administrator
Department/Cost Centre /Location:	Sutton
Reporting to:	Senior Field Service Coordinator
<p>MAIN JOB PURPOSE: To support the day-to-day administration/coordination function for the region ensuring all administrative tasks are completed in a timely fashion and to a high level of accuracy. Ensure that where applicable, departmental KPI's are met or exceeded and that the department operates in an effective and efficient way. Contribute as an individual to a positive safety culture throughout the team ensuring QHSE compliance.</p>	
<p>DUTIES AND RESPONSIBILITIES:</p> <p>Leadership:</p> <ul style="list-style-type: none"> • Be an active member of the team carrying out all expected daily administration activities • Support the department by ensuring key tasks are completed accurately on time, to include collating timesheets, raising jobs, raising purchase orders and invoicing completed jobs • Collate and input data relating to KPI's and other performance measures, sharing findings with the wider department and leadership team • Be part of an uncompromising safety culture within the whole team • Contribute to a working environment focussed on employee engagement, trust, fairness, equality, the Turner Values, high performance, and continuous improvement • Embrace and actively demonstrate a strong team ethos with internal teams • Be a point of contact for all queries, concerns, complaints, and credits when required <p>Efficiency and resource management:</p> <ul style="list-style-type: none"> • Respond quickly to requests for support to ensure the smooth and efficient operation of the department • Support parts flow and supply chain activity and relationships ensuring maximum efficiency • Report works in progress and focus on clearing down, ensuring jobs are invoiced as soon as possible • Ensure high levels of customer service are achieved by recognising the importance of the employee to deliver the customers' expectations • Maintain a very high level of professionalism through all means of communication <p>Compliance:</p> <ul style="list-style-type: none"> • Ensure all QHSE standards are met whilst liaising with internal and external departments where required to ensure all required activities and subsequent documentation is completed and compliant. This includes but not limited to the completion of training and toolbox talks whilst positively engaging in the reporting of hazards, improvement opportunities, accidents near misses aimed at improving safety standards and reducing accidents • Ensure all work undertaken is fully quality audit compliant in line with all accreditations and internal requirements by ensuring non-conformities are completed within defined timescales <p>Business Growth and Innovation</p> <ul style="list-style-type: none"> • Work with the service management team to produce reports and forecasts when required • Support the Regional Manager to measure budget performance • Build strong relationships with internal customers to promote and manage service levels 	



SKILLS, QUALIFICATIONS, AND EXPERIENCE REQUIRED:

- Good knowledge of Microsoft office

LINES OF COMMUNICATION:

- Customers
- Regional Service Manager
- Field Service Manager and Workshop Supervisor
- Senior Field Service Coordinator
- Field Service Engineers and Workshop Engineers
- Internal teams and departments

ANY OTHER DUTIES / RESPONSIBILITIES

- Any other reasonable duties or project related tasks as requested by your Line Manager / Directors.
- Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.

Approved by Managing Director:

Date:

This Job Description should be read in conjunction with the Operation Procedures, Quality Procedures, Work Instructions, Health & Safety Manual, and associated documentation. Copies of these documents are available from your Line Manager.

Signature: _____

Date: _____

(Employee)