

Private and Confidential

Job Description	
Job Title	Administrator
Main Purpose of the Job	<p>The primary responsibility of this role is to provide administration support to the Head Office team and to the franchisee network.</p> <p>There will be other opportunities to get involved and support the other departments of the business such as finance and marketing.</p>
Holidays	20 days plus 8 Bank holidays (28 in total)
Location	Head Office, Fareham
Hours	8.30am – 5pm ½ hour unpaid lunch break
Reports to	The Managing Director
Direct reports (if any)	None
Key responsibilities and deliverables	<p>Sales Order Processing</p> <ul style="list-style-type: none"> • Ensure that all orders are placed correctly and that orders arrive on time by ordering goods for franchisees and raising proforma invoices • Match invoices to payment, ensuring that errors are kept to a minimum and orders are processed efficiently • Manage orders to get goods to franchisees on time, enabling them to invoice their customers promptly • Double check orders placed with suppliers to minimise errors and associated costs, ensuring that the right goods arrive on time to the franchisee • Filing of all contracts, orders and invoices • Record and resolve issues regarding missing or damaged items. <p>Keep Job income records</p> <ul style="list-style-type: none"> • Ensure that accurate records are kept of franchisee sales and contracts with customers to enable daily reports. These reports show each franchisee's monthly sales figures and dictate the level of Management Service fee so it is essential that records are correct and up to date <p>Administration</p> <ul style="list-style-type: none"> • Answer incoming telephone calls taking accurate information and direct calls or pass on messages to the correct department / franchise • Record customer complaints and pass to correct franchisee/department. <p>Checkatrade</p> <ul style="list-style-type: none"> • Checkatrade provides quality assurance to encourage customers to place their business with the client. Monitor the

	completion of jobs by franchisees and issue Checkatrade response/feedback cards with all associated administration. Some proactive direct contact with customers leaving feedback will be required
Other responsibilities	<ul style="list-style-type: none"> • Receive deliveries, such as post and parcels making sure that correct goods are received. • Prepare and package items for dispatch to the franchisee such as brochures. • Franking and administering postage
Working relationships	Colleagues in Head Office, the Franchise Managers, the Managing Director, Franchisees
Major challenges	This role requires a high level of attention to detail to keep errors to a minimum whilst processing a high volume of orders. Product training will be given.
Career progression	Our client is experiencing significant growth and there will be opportunities for the right person to develop their career, possibly move to other departments within the business, such as marketing, finance and or SEO / Online marketing.
Date prepared	October 2018
Date revised	

Person specification		
Criteria	Essential	Desirable
Education/qualifications	Good level of GCSE English and Maths or equivalent	
Experience	Previous experience in an administrative role	Previous order processing experience in the kitchen industry would be an advantage
Skills and knowledge	Time management and organisational skills Accuracy and attention to detail Excellent telephone manner Computer literate, confidence in use of MS Office, Excel, internet and email	
Personality, character traits and disposition	Ability to work well in a small team, building and maintaining good working relationships with colleagues, franchisees and suppliers	

	<p>Proactive and flexible in approach to work</p> <p>Able to work alone with limited supervision</p> <p>Self motivated and keen to learn</p> <p>Calm, polite and patient</p> <p>Ability to show initiative</p> <p>Confident in dealing with people at all levels of authority</p> <p>Able to pay attention to detail and self check</p> <p>Able to work under pressure in a busy office environment</p> <p>Excellent attitude and approach towards delivering customer service</p>	
Other	<p>Proof of the right to work in the UK</p> <p>Satisfactory references will be required</p>	Full driving licence is desirable