

Job description	
Job Title	Office Administrator
Main purpose of the role	To provide proactive office-based support to the Directors, acting as key point of contact for clients and a network of business associates and taking responsibility for the smooth running of day to day operations of the business.
About the Company	<p>Influential Management Limited is part of a group of companies that provide health, safety, environmental, quality and business improvement support to businesses throughout the UK and Europe.</p> <p>Our team, who are located throughout the UK, provide training, auditing, system and procedures and compliance and help businesses set the direction for improving their performance and profitability.</p>
Location and pay scale	IMG office in Peterborough
Benefits	<p>Full-time hours Monday to Friday with some flexibility if required</p> <p>Free parking</p> <p>Auto-enrolment pension scheme</p> <p>Full-time holiday entitlement is 20 days holiday plus 8 Bank Holidays</p>
Reports to	Directors
Direct Reports	None at this time
Key Responsibilities and Deliverables	<ul style="list-style-type: none"> • Help to maintain our reputation for customer service by promptly dealing with day to day enquiries, answering incoming calls and responding to emails from clients and associates; • Maintain the smooth running of the business by liaising with suppliers for items such as telephony, IT, and maintenance; • Initially, assist with the implementation of a Customer Relationship Management (CRM) system which will help us to ensure that we deliver on our promises to clients and associates; • Manage and oversee other diary systems by making all appointment arrangements, making changes as necessary and sending courtesy reminders of booked visits; • Ensure the associate or the Director is fully prepared for an appointment by preparing the appropriate documentation and providing the information needed;

	<ul style="list-style-type: none"> • Provide the client with any post-visit follow up documentation and ensure that agreed actions are recorded and implemented; • Proactively seek and record feedback from clients to maintain working relationships, check satisfaction levels and use feedback in ongoing marketing activities; • Assist with documentation compliance by producing yearly packs for clients on insurance renewal; • Take responsibility for the smooth running of the office by ordering supplies when needed, ensuring that our working space is kept tidy, maintaining our office systems and basic day to day administration.
Future Responsibilities	<p>In the future, this role will also take on responsibility for:</p> <ul style="list-style-type: none"> • Maintaining and improving our online presence by assisting with social media activities and looking after the website; • Ensuring client requirements are met by managing the day to day running of the CRM system; • Producing regular business reports for the Operations Director; • Proactively identifying sales opportunities with existing and prospective clients; • Ensuring system improvements to work towards an ISO accreditation in the business; • Becoming First Aid qualified as the team grows.
Working Relationships	The Directors, clients, network of associates and suppliers
Major Challenges	This role requires the ability to work well alone as well as keep a calm approach under pressure, be able to deal with multiple responsibilities and manage client expectations. As an office-based role, it will also need the ability to liaise with multiple stakeholders, i.e. associates and clients to arrange appointments etc.
Career Progression	This role has the potential to develop over time within the group of companies as the planned expansion materialises.
Date of Preparation	Nov 2018
Date Revised	

Person Specification

Criteria	Essential	Desirable
Education and Qualifications	Maths and English to GCSE (or equivalent standard) with C grades or above	
Experience, Knowledge and Skills	<p>Previous office-based administrative experience</p> <p>Demonstrable ability to provide excellent customer service</p> <p>Excellent written and verbal communication skills, particularly on the phone</p> <p>Previous experience of using Microsoft Word and Excel</p> <p>Ability to be extremely organised, multi-task and work well under pressure</p> <p>Accuracy and attention to detail in all aspects</p>	Experience of setting up a Customer Relationship Management system would be desirable
Personality, Character Traits and Disposition	<p>Keen to learn, willing to ask questions and to quickly absorb new information</p> <p>Conscientious and motivated to support other members of the team</p> <p>An excellent team player, personable and able to get on with colleagues and associates</p> <p>Able to work under pressure in a busy office</p>	

Miscellaneous	Proof of the right to work in the UK will be checked Satisfactory references must be provided	
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