

**Operations Administrator (Part-time)**

**27.5 Hours p/w** – to be worked over 5 days

**Location:** Head Office, Bingham (NG13 8GG)

This is an exciting and varied role, working for a vibrant and dynamic Fire and Security company which is based in Nottinghamshire with engineers working throughout the UK. Tay Fire & Security are part of the Complii group of companies.

Working within the Operations team and reporting into the Operations Manager, the Operations Coordinator will work alongside the Regional Operations Coordinators to assist in organising the company's day to day engineering operations. They will maintain a positive and friendly company image by acting as the first line of contact to their allocated clients, along with visitors and vendors in person, online, and via telephone. The role will also provide administrative support to our directors and management where required.

**Key Role responsibilities:**

- Build and manage relationships with allocated core customers and site teams
- Maintain internal databases
- Process Engineer paperwork and issue to clients
- Assist with planning of engineer work schedules and booking appointments with customers
- Ensure KPIs are met and adhered to
- Ordering parts and managing stock levels
- Prepare Risk Assessments and Method Statements
- Raising Purchase Orders
- Maintain an online filing system for asset data on customers and external partners
- Manages correspondence by answering emails and sorting mail
- Organise, store and print company documents as needed
- Answer and redirect phone calls
- Make travel arrangements and hotel bookings for engineers
- Handle queries from managers and employees
- Understanding the requirements of the customer, communicating clearly, and reacting efficiently.
- Working proactively and efficiently on your own or as part of a team.
- Maintaining Tay Fire and Security's commitment to excellence in customer service and translating this into your role.
- Any other reasonable requests from management.

**The successful candidate must have the following:**

- Proven recent experience as an Administrator, Administrative Assistant, or relevant role
- Familiarity with office equipment, including printers, scanners etc
- Knowledge of office policies and procedures
- Highly Experienced and proficient with recent versions of MS Office Software (Excel, Word and Adobe PDF essential)
- Excellent prioritisation, organisational and time-management skills and ability to work in a highly reactive role.

- Strong written and oral communication skills
- Problem-solving attitude with an eye for detail
- Ability to work without supervision
- A positive attitude and commitment to excellence

**It would be advantageous, but not essential to have the following:**

- Knowledge of the construction/ fire and security industry
- Prior training or experience in health and safety and risk assessments
- Prior experience of providing support to field-based teams