

Job Title: **Apprentice Office Administrator**

Company/Division: adi Telecom Limited

Location: Kings Norton B30 3HH
Though the role is primarily office based, though there may be occasions where it will be necessary to travel to customer and supplier sites.

Reporting To: Managing Director

Direct Reports: None

Key colleagues: adi Telecom product manager, sales team, adi Group finance and admin teams

Job Purpose: Working within a busy department, you will be expected to support with all aspects of day to day administrative tasks and maintenance of administrative systems, policies and procedures to enable the company to operate effectively and efficiently.

1. This role has 2 key components:-

- 1.1. Office Administrator responsible for adi Telecom's back office processes and updating the IT systems
- 1.2. Support the Product Manager and Sales teams with product literature and customer specific forms and proposals.

2. With the objective:

- 2.1. To ensure that adi Telecom's internal processes work effectively and efficiently and all the key IT systems are updated, particularly
 - 2.1.1. Sales forms and order acceptance process
 - 2.1.2. Service delivery and provisioning
 - 2.1.3. Service acceptance
 - 2.1.4. Billing
 - 2.1.5. Revenue collection

3. Key Tasks and Responsibilities:

- 3.1. To provide 1st line contact for sales enquiries and service support to customers and suppliers
- 3.2. To liaise with customers and suppliers for the speedy and effective delivery of products and services
- 3.3. To utilise company systems to facilitate effective communications: Salesforce, e-mail, telephone and fax.
- 3.4. To be responsible for the following activities
 - 3.4.1. Customer billing
 - 3.4.2. Direct Debit initiation
 - 3.4.3. Updating internal systems e.g. Evolution M, ALBATROSS,
 - 3.4.4. Finance recording and tracking
 - 3.4.5. Finance reporting
 - 3.4.6. Sales and service reporting
 - 3.4.7. Ordering equipment and services for projects
- 3.5. To ensure all key processes are documented and operationally tested, including :
 - 3.5.1. Sales forms and order acceptance process
 - 3.5.2. Service delivery and provisioning
 - 3.5.3. Service acceptance
 - 3.5.4. Billing & Revenue collection
- 3.6. To support the Product Manager and Sales Team:-
 - 3.6.1. in maintaining the adi Telecom product portfolio with support documentation and ensure that they are 'fit for purpose'
 - 3.6.2. in providing marketing, training and product demonstration materials
 - 3.6.3. in developing and creating customer documents, forms, content, guides and other material

- 3.6.4. in creating and updating all the necessary product marketing, product training, product demonstration, product pricing and support collateral Developing internal costing / pricing / GM and customer proposal templates (Excel, Word, pdf and PowerPoint) for each product.
- 3.6.5. Developing external sales and marketing collateral and to train the sales team including pricing and customer proposal templates (Excel, Word, pdf and PowerPoint) for each product.
- 3.7. Providing accurate weekly and monthly product reports as determined by the management team

4. Customer Service and Communication

- 4.1. Provide exemplary service to internal and external customers/clients.
- 4.2. Communicate, to appropriate people, information obtained on such subjects as customer activities, competitor activities, product applications, problems and opportunities in a timely and effective manner.
- 4.3. To utilise company systems to facilitate effective communications: e-mail, telephone and fax.

5. Quality, Environmental, Health and Safety

- 5.1. Ensure all operational procedures, safe working practices and Health and Safety procedures are adhered to.
- 5.2. Be familiar with and adhere to the below company policies and procedures :-
 - 5.2.1. Employee Handbook
 - 5.2.2. Driving for Work Policy and Handbook
 - 5.2.3. Quality Environmental Health and Safety Handbook and associated procedures
- 5.3. Comply with risk assessments and method statements
- 5.4. Always use the PPE specified in risk assessments and method statements
- 5.5. Comply with customer site rules and security procedures as required

6. General Duties

- 6.1. Abide by the principals and practices of equal opportunities as laid down in the company Equal Opportunities Policy.
- 6.2. Be flexible within the broad remit of the post.
- 6.3. Take direction and instruction on priorities from line management, which may vary from time to time.
- 6.4. To identify and communicate any problems/barriers affecting realisation of potential business or opportunities for improvements to your manager, with suggestions for resolution where possible. Do not wait to be managed.
- 6.5. To be familiar with the Staff Guide, Management Philosophy and Leadership Philosophy and live the Company Values. Be aware and understand the company's policies.
- 6.6. To take responsibility for your own Personal Development Plan (PDP) and assist in documenting good practice.
- 6.7. To carry out any reasonable tasks in accordance with your position, aiming to add value.
- 6.8. To acquire and maintain an appropriate knowledge of adi products, services and customer applications, industry and process knowledge.
- 6.9. To keep abreast of competitor activity and market conditions, pertinent to your specialisation.
- 6.10. To operate to company and agreed procedures on document handling and other relevant data sheets.
- 6.11. To operate with high integrity at all times.
- 6.12. Carry out any other reasonable projects, tasks or duties to support the business as directed by line management.
- 6.13. Any other duties the Company considers appropriate to your abilities, including duties which would not normally be associated with your job title.

7. Person Specification

Requirement	Essential/ Desirable	How Assessed?
Qualifications / Education / Training: <ul style="list-style-type: none"> • 5x GCSE's at Grade C or above to include English and Maths • A level 	Essential Desirable	Via application form
Experience: <ul style="list-style-type: none"> • Experience of working in a similar role • Knowledge of the relevant industry 	Desirable Desirable	Via application form and interview
Knowledge: <ul style="list-style-type: none"> • Excellent Excel, PowerPoint and Word skills • Experience with graphics / layout / marketing literature would be advantageous • SQL Management Studio 	Essential Desirable Desirable	Via interview
Skills & Competencies: <ul style="list-style-type: none"> • Excellent customer service and communication skills • Ability to input, process and interpret data with attention to detail • Strong organisational skills and ability to work flexibly • Good general computer skills. • Experience of Microsoft Office to include Word, Excel and Outlook • Ability to work to targets and deadlines 	Essential Essential Essential Essential Essential Essential	Via interview
Personal Attributes: <ul style="list-style-type: none"> • Ability to make decisions and use own initiative • Creative, comes up with ideas • Prepared to learn new skills • Confident and Self-motivated • Ambitious and resilient • Ability to make decisions and use own initiative • Team player • Prepared to learn new skills 	Essential Essential Essential Essential Essential Essential Essential Essential	Via interview