

PROJECT AND OPERATIONS ADMINISTRATOR ROLE PROFILE

AUGUST 2020

PURPOSE OF THE ROLE

All of our customer work is divided into projects whether that is the production of bells at our facility in Loughborough, or their installation/repair out on site in customer premises. As one of two first points of contact for our business, this role will support our production and installation operations to ensure that the correct information and methodologies are always known and available to those who need it. This role will have the dual purpose of keeping customers informed on the progress of their work, whilst also making sure that all the relevant information and assessments for the work are provided internally for efficient and compliant delivery.

RESPONSIBILITIES

- Responding to in-bound questions from customers about their work.
- Proactively keeping customers and internal operations teams informed about any changes to work schedule including updating our project plans and maintaining the production programme.
- Producing project documentation following the initial sales specification, with relevant timelines and making sure this is available for internal operations teams to enable scheduling and resource planning.
- Ensuring all orders are fulfilled and despatched correctly and in a timely manner.
- Making sure Risk Assessments and Method Statements (RAMS) are completed for each project, and the appropriate audit-trail is complete.
- Monitoring that our production facility has completed health and safety assessments, and completing adhoc internal audits to monitor compliance.
- Monitoring health and safety competence levels across the organisation and organising relevant training in line with health and safety regulations.
- Arranging visits for customers to our facility to observe production activities.
- Contributing to general administration of the company (eg, personal filing, stationary monitoring).

INTERACTIONS

This is an individual contributor role reporting to the Production Director.

- A significant amount of time will be spent keeping internal staff up to date on projects via internal systems, online communication, in person and by telephone.
- A reasonable amount of time will be spent talking by phone and email to external customers.
- Some face to face interaction with visitors to our production facility.
- Occasional attendance at customer premises visits, or sales and marketing events, may be required at places throughout the UK.



WORKING ARRANGEMENTS

37.5 hours a week worked Monday to Friday.

Regular attendance at our site in Loughborough but some home working may be possible.

Very occasional travel within the UK.

Salary in the region of £22,000 depending on experience, plus standard benefits.

On the job training will be provided.

PERSON SPECIFICATION

Technical knowledge and experience

- Experience monitoring flow of work within production activities
- Experience talking to customers about production and schedules
- Experience producing Risk Assessments and Method Statements
- Experience implementing health and safety processes and process auditing
- Experience using MS Project or equivalent project management packages
- Literacy in general software packages and technology which makes things efficient
- Some knowledge of CDM requirements is helpful (training will be provided)
- Some knowledge of terminology about bells and the workings of Ecclesiastical Bodies is helpful but not essential

Skills and Competencies

- Accurate and practical numerical understanding
- Organises time and activities so that things are delivered on time
- Implements systems, processes and procedures
- Able to make effective risk assessments, including project risks, Health & Safety risks, COSHH, etc.
- Comes over as helpful in person and on the telephone
- Gives an impression to customers of being alert, patient and wanting to help
- Is clear and concise in spoken English
- Has a fairly high level of competence using standard MS Office packages
- Confident to operate independently (once trained)
- Uses initiative and makes decisions to move activities forward (within remit of role)
- Able to represent the Company in manner, appearance and behaviour

Values and Motivators

- Enjoys having multiple activities happening at once
- Highly systematic and careful about details
- Likes things to be done properly; is keen on rules, regulations and processes and keeps abreast of requirements and legislation
- Always wants to deliver on promises
- Enjoys taking ownership and making things happen
- Enjoys interacting with people and doesn't mind being interrupted
- Cares about the Company's reputation
- Interested in Churches and bells
- Keen to use technology to improve a business

