|  |
| --- |
|  |
| **Role title** | Hire Co-ordinator – Level 5 |
|  |
| **Department** |  |
|  |
| **Business unit or function** | Site Accommodation |
|  |
| **Role reports to** | Manager |
|  |
| **Roles managed** | N/A |
|  |
| **Purpose of the role** |
| * To develop and promote the Company’s hire business, by providing telesales, commercial and administrative support to the Hire Centre, to achieve order levels at agreed margins.
 |
|  |
| **Accountabilities of the role** |
| * Carry out structured business development, including “cold calling” within the area designated, in order to achieve order targets.
* Respond to customer enquiries to generate orders and prepare quotations and drawings against customer requirements.
* Effectively use internal systems (e.g SAP and Goldmine) to ensure customer information is kept up to date and systems are aligned.
* Record movement of the Hire Fleet assets into and out of the Hire Centre, including maintaining stock availability records, special drawings file and unit movement register. Where appropriate, and in the Manager’s absence, this could include liaising with employed and sub contract trades, completing the pre-delivery inspection and liaising with hauliers
 |
|  |

**Competencies, Skills, Qualifications & Experience**

**Essential** attributes are the minimum requirement for a role holder. Without these attributes, the role could not be performed. **Desirable** attributes would enable the candidate to perform more effectively, but they are not critical to the role.

|  |  |  |
| --- | --- | --- |
| **Competency, Technical Skill or Knowledge** | **Essential** | **Desirable** |
| Planning and Organising | **√** |  |
| Negotiation and Influencing | **√** |  |
| Customer focus | **√** |  |
| Target Driven | **√** |  |
|  |  |  |
|  |  |  |
| **Qualifications** | **Essential** | **Desirable** |
| 5 GCSE’s Grades A-C, including Maths and English or equivalent |  | **√** |
|  Good level of numeracy/literacy | **√** |  |
| Full UK driving licence |  | **√** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Previous Experience** | **Essential** | **Desirable** |
| Experience of carrying out a business development campaign/cold calling  | **√** |  |
| Strong administrative experience gained in a customer service environment |  | **√** |
|  Sales administration experience | **√** |  |
| I IT literate |  | **√** |
|  Knowledge of SAP system | **√** |  |
|  |  |  |

|  |
| --- |
| **Organisation Chart** |
| **What to include here:*** An organisational chart illustrating (as a minimum) the role, plus peers, line manager and any direct reports.
* This should include role titles and not individual names.

REMOVE THESE INSTRUCTIONS ONCE ORG CHART IS ADDED |
|  |