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| **Role title** | Administration Manager |
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| **Department** | Central Services / Portaloo |
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| **Business unit or function** | England and Wales Hire |
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| **Role reports to** | Commercial Manager / Regional Manager |
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| **Roles managed** | Contract Administrators / Hire Administrators |
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| **Purpose of the role** | |
| To lead the administration team and ensure work activities are effectively carried out and within the timescales required and that the appropriate checks and reports are implemented to demonstrate this.  The role is responsible for allocating team resources to match administrative requirements, implement key performance targets within the team and review regularly, developing team members’ skills and contribution with training and coaching structures. | |
| **Accountabilities of the role** | |
| * Implement and monitor the necessary checks to ensure that contracts, amendments, service orders and terminations are processed correctly and in a timely manner. * Manage necessary checks to ensure monthly hire invoices, individual invoices, credit notes and credit ratings are produced correctly to required timescales and comply where required with the Hire Division Credit Policy. * Answer contractual and administrative queries from both customers and Portakabin staff, via various communication mediums, maintaining good customer relations at all times. * Ensure all reports are produced accurately an in a timely manner. Identify new reports that can be produced to meet set business needs. * Respond to all Group Audit and stock check queries and ensure outstanding items are dealt with promptly, liaising with Hire Centre’s as necessary. * Process the disposal of Company assets when required. * Ensure that all laid down Quality systems e.g. ISO 9001 are adhered to. * Supervise the use of internal company systems to ensure information is clear and correct at all times. * Assist the Credit Control department to collect monies due by expediting requests for action and information as soon as practicably possible. * As appropriate support in ad-hoc projects and general work initiatives. | |
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**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.

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| **Competency, Technical Skill or Knowledge** | **Essential** | **Desirable** |
| Takes responsibility for actions, projects and people | X |  |
| Identifies and organises resources needed to accomplish tasks | X |  |
| Listens, consults others and communicates proactively | X |  |
| Demonstrates financial awareness | X |  |
| Establishes good relationships with customers and staff |  | X |
| Adapts interpersonal style to suit different people or situations |  | X |
| **Qualifications** | **Essential** | **Desirable** |
| GCSE Maths and English at Grade 4 or above (or equivalent grade). | X |  |
| Educated to degree level (or equivalent) |  | X |
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| **Previous Experience** | **Essential** | **Desirable** |
| Proven experience in team management, including coaching | X |  |
| Strong administrative experience gained in a customer service environment | X |  |
| Solid understanding of various software packages  Including MS Excel and PowerPoint | X |  |
| Proven exceptional organisation & planning skills | X |  |
| Workable knowledge of SAP or similar |  | X |
| Awareness of contractual obligations and language |  | X |
| Demonstrate ability to work independently and drive in new initiatives |  | X |

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| **Organisation Chart** |
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