|  |
| --- |
|  |
| **Role title** | Hire Administrator |
|  |
| **Department** | England and Wales Hire |
|  |
| **Business unit or function** | England and Wales Hire |
|  |
| **Role reports to** | Business Manager |
|  |
| **Roles managed** | N/A |
|  |
| **Purpose of the role** |
| The role of a Hire Administrator is to develop, promote and maximise profitable business opportunities for their building service within Hire Division, by providing commercial and administrative support and ensuring high levels of service delivery.  |
| **Accountabilities of the role** |
| * To achieve the hire orders as determined by the KPI’s for your building service
* Operate an internal customer care programme for internal customers
* Foster and develop strong client relationships to ensure a quality service.
* You will respond to internal client enquiries and generate orders, preparing quotations and drawings to our client’s requirements.
* Using systems, including SAP, you will ensure client information is accurate, providing statistical information when required.
* Effective communication with both clients and internal teams will be essential to ensure excellent levels of service, along with communication to sub-contractors to obtain proposals for quotations and to ensure performance and quality standards are met with regard to planned maintenance, rectifications
 |
|  |

**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** |
| Establishes good relationships with customers and staff, building effective networks | X |  |
| Expresses opinions, information and key points of an argument clearly | X |  |
| Follows procedures and policies | X |  |
| Plans activities and projects well in advance and takes account of possible changing circumstances | X |  |
| Works in a systematic, methodical and orderly way |  | X |
| Adapts interpersonal style to suit different people or situations |  | X |
|  |  |  |
| **Qualifications** | **Essential** | **Desirable** |
| Good level of numeracy/literacy.  | X |  |
| GCSE Maths and English at Grade 4 or above (or equivalent grade). |  | X |
| Full UK driving license. |  | X |
|  |  |  |
| **Previous Experience** | **Essential** | **Desirable** |
| Strong administration experience gained within a customer service environment. | X |  |
| Solid understanding of various software packagesIncluding MS Excel and PowerPoint | X |  |
| Proven exceptional organisation & planning skills | X |  |
| Sales administration experience. |  | X |
| Workable knowledge of SAP or similar |  | X |

|  |
| --- |
| **Organisation Chart** |
|  |