

Job Description

Job title	MVHR Administration Assistant
Reports to	Installation & Aftersales Manager (MVHR Team)
Line Reports	N/a
Permanent/Temporary /Fixed Term Contract	Permanent
Business Area & Department	Green Building Store – MVHR Department
Base Location	Chatham, Kent
Date	May 2022

Job purpose

A summary of the overall nature, level, purpose and objective of the job within the organisation

The new MVHR administration assistant will work within our busy installation department in Chatham, Kent. You will provide administration support to our countrywide installation and commissioning set up, providing assistance to the team and sub-contractors whilst liaising with other offices.

Key responsibilities

List the essential job duties, tasks and responsibilities which are critical to the performance of the role.

- Booking appointments for installation, commissioning, and maintenance engineers
- Liaising with our Huddersfield Head Office to ensure materials are available on site for installation
- Raising purchase orders, invoices, and credit notes on our SAGE accounting system for suppliers and customers
- Chasing outstanding payments from customers
- Reporting on profits and budgets for installation and commissioning
- Managing compliance documents from sub-contractors
- Managing the aftersales process, including reporting faults to suppliers and ensuring that these are successfully followed up
- Administrative support for services engineers
- Identifying and implementing operation and process improvements
- General ad-hoc administration when required
- Operating with a high level of autonomy and responsibility, once familiar with the role

Authority for making decisions

What decision making authority does this position hold and the type of decisions this role can make?

N/a

Internal relationships

Who will this role interact with across the organization? Consider those contacts other than the line manager or individual's line reports. How will the role work with this contact? (Advise? Consult? Seek approval from?)

Contact job title	Area/Department
MVHR Commercial & Supply Manager & administration team	Consult, seek approval
Installations & Aftersales Manager	Consult, seek approval

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External relationships

Who will this role interact with external to the organization? Consider customers, suppliers, external bodies. How will the role work with this contact? (Advise? Consult?)

External contact details	Nature of the external relationship
Clients	Sales advice

Education & qualifications

Essential qualifications refer to the minimum qualifications that are necessary for a job and are non negotiable. Desirable refer to non-essential and preferred qualifications, wanted by most recruiters for this position.

Desirable	Essential
Relevant qualification in administration	Maths & English GCSE Grade C or above

Work experience

Work experience is any time spent while working in a specific field, occupation or industry. Examples include minimum number of years in a particular industry/Managing teams/Customer facing/working with a specific software.

Desirable	Essential
Experience working within the construction sector or similar with experience of working with sub-contractors Knowledge of domestic ventilation systems Knowledge and interest in low energy buildings	Customer Service experience Sage Line 50 accounts system experience Office & Administration experience

Technical competencies

The knowledge and ability required to apply specific technical principles & information in a job function or role. These are usually learned in an educational environment or 'on the job' Eg Data analysis, programming languages, project management, software proficiency, common operating systems, technical writing.

Technical competencies
Good level of computer literacy and strong aptitude to learn new software, including Microsoft Office suite
Experience using an online database system for client management and finance
Software proficiency with Microsoft Office, Sage and other systems.

Behavioural competencies

Behaviours, attitudes and personality traits required by the role in order to deliver performance excellence, which aligns to the vision of the organisation and aids the achievement of organisational success.

Behavioural competencies
Ability to build strong relationships in a professional and friendly manner.
Highly organized and with attention to detail.
Professional telephone manner
Excellent communication skills, verbal and written.
Can multi task and work to deadlines as needed.
Demonstrates a willingness to work with others, as a team player.
Ability to work effectively with limited supervision after training period.

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Empathy with our environmental ethos & objectives
Maintain professionalism at all times, able to deal with problems in a calm manner.

Signatures & dates

Signatures are an important part of validating the understanding of the requirements of the role for the employee.

Line Manager	Employee
Name	Name
Date	Date