

## Ipsum Power (Private Networks) Ltd, Office Administrator, Wakefield.

### The Company

Our vision is to be the leading customer service focused provider of specialist utility and infrastructure solutions operating on both public and private networks. Providing great customer service is at the heart of what we do, and our commitment is to deliver this safely and innovatively through our highly skilled teams.

We're always looking for people who are passionate about delivering outstanding customer service and who take pride in delivering essential services 24/7/365 that really make a difference to local people and communities.

We are committed to supporting and developing our people to achieve their full potential. If you join us, as well as learning on the job, we offer structured learning in the form of apprenticeship programmes and sponsoring relevant professional qualifications. If your qualification gives you membership of an accredited professional body then we will reimburse your annual membership fee. Investing in our people and enhancing our expertise and flexibility enables us to deliver the highest standard of service to our customers.

We really value our people and so we like to look after them. In addition to an attractive salary, if you work for us, you'll enjoy a range of employee benefits which you can explore more about by visiting our website [www.ipsumutilities.com](http://www.ipsumutilities.com).

### The Role

As a Office Administrator your job is to ensure to assist the departments with administration requirements and to ensure that work is completed in a timely manor to keep up with our faced paced working environment.

#### Job Purpose

You will be responsible for assisting the ICP department and Planning department with administrative duties.

#### Principle Accountabilities

- Section 50/Traffic management applications
- Buying utility drawings
- Raising sales orders
- Raising POs
- Goods receipting POs and invoices.
- Updating tender submission sheet and internal system quotes
- Responding to initial enquiry from customers with request for information
- Chase RFIs from customers
- Follow up call to customers.
- Chase RFIs from design
- Updating and being responsible for job folders
- Answering the main phone line for the planning department
- Order files/stationary for sales office through Jo
- General maintenance of internal systems – updating contact details, adding new customers, adding new staff members.
- Raise purchase orders for sub-contractors.
- Order processing
- Cover main reception as and when required.
- Other ad-hoc duties as and when required.

### The Person

#### Qualifications

- GCSEs in Maths and English or equivalent

#### Knowledge & Experience

- Experience in a Customer facing role.
- Experience of Customer Relationship management
- Previous administration experience in a fast-paced department

#### Skills & Personal Qualities

- Be technically strong and proficient user of Microsoft Office Packages.
- Ability to work as part of the operations team.
- Excellent communication skills
- A strong administration background.
- Diligent and highly organised
- Flexible and adaptable to changing requirements.
- Good verbal and written communication
- Ability to work under own initiative and manage time effectively.

*Ipsum is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status, or pregnancy and maternity.*