**Ipsum Power (Private Networks) Ltd, Office Administrator-Operations, Aldershot**

## **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 an 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**

## Provide key support to the operations department for the southern division and work closely with Southern Managers with operational duties and reports.

## **Principle Accountabilities**

* General administration duties for the Southern Operations division e.g. photocopying, ordering of stationery etc.
* Process Supplier Purchase orders, receipt notes etc.
* Process client orders and the raising of internal job numbers.
* Collate and check timesheets and expenses for Aldershot Engineers and process through to accounts department once signed off.
* General upkeep of job files and other job-related documentation.
* Process of client completion certificates and other sales related documentation.
* Assist the Project Managers with time recording and job costing.
* Collate the office daily post and allocate to the correct individuals.
* Answering of telephone calls and process of fax and E–mail enquiries.
* Maintaining internal database and ensuring information is inputted correctly for operations.
* Generally assisting the Project Managers
* Chasing outstanding quotations as per quotation registration.
* Acceptance and sortation of deliveries at the Aldershot office.
* Stock management for the Aldershot office / Remedials to office stock
* Responding to/directing customer enquiries
* Managing remedials works spreadsheet.
* Raising all quotes into projects
* Type up reports for Annual Inspections and Remedial visits
* Produce all Non-Intrusive RAMS and collate relevant job sheets.
* Maintain and process Oil Samples and arrange delivery
* Ensure site inspection photographs are transferred on to internal database.

## **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 within operations 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.*