

Position: Group Business Administrator

Date: June 2022

Department: Account Management/New Business Department

Version Number: 1

JOB DESCRIPTION

SUMMARY OF ROLE AND INTRODUCTION

This is an exciting opportunity for an experienced administrator to report to Air Business' Head of Key Accounts, working with and providing valuable support to the Account Managers and Business Development Managers within our market-leading distribution and subscription management business. The Company currently operates in the publishing and e-commerce markets which have evolved significantly in the recent years.

As a business, we have embarked on an exciting journey of growth. Our vision is to deliver increased sales revenue with enhanced customer experience, empowering our team and customers through a positive structure, whilst establishing lean and agile practices across the department.

As Group Business Administrator you will be the central point of contact for the Department, involved in a wide-ranging portfolio of essential projects and key tasks to enable the business to achieve its' key objectives.

The role will be challenging and the successful candidate will be able to thrive in a role that will be varied in nature and will expose you to all aspects of the business.

PRINCIPAL RESPONSIBILITIES AND IMMEDIATE TASKS

- Direct reporting to the Head of Key Accounts, with overall administrative responsibility to the Account Management and Business Development Teams, dealing with highly sensitive commercial information.
- Provision and analysis of monthly spreadsheets and management reports from a variety of Air Business IT systems in order to provide key KPI data.

- Customer query resolution – Assisting the Account Management team in liaising with company departments to ensure route cause analysis is recorded and process improvement is put in place
- Administrative management and on-going maintenance of the SUGAR CRM system, generating reports and analysis for the team.
- Assist with the on boarding of new clients/services, ensuring all aspects of the customers' requirements are met within the given timeframes by way of a project plan/on-boarding document.
- Preparation of Excel reports and PowerPoint presentations in advance of internal and external meetings along with assistance with customer tender responses in conjunction with individual team members.
- Internal organisation of customer site visits to The Beacon, including the provision of hospitality, enhancing the overall customer experience in a positive and accommodating manner.
- Assisting with the coordination of customer communications generated from the SUGAR CRM system.
- Supporting the Transformation team with new client processes and tool management, with the production of internal and external user guides.
- Recording and managing contract/SLA administration for all clients.
- Gain good understanding of the role of the department and its' place in the overall company strategy.

It is the company's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change, and the jobholder's obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definite and exhaustive statement.

SCOPE OF POSITION

- Normal hours will be 37.5 hours per week; 09:00 hrs to 17:30 hrs Monday to Friday, with 1 hour for lunch.

LOCATION

This position is located at our Head Office, The Beacon, Hatfield, Hertfordshire.

PERSON SPECIFICATION

Key Skills

- Able to work across functions and to deadlines
- Experience of using CRM systems
- A high level of Microsoft office, especially PowerPoint, Excel and Word
- Good organisational skills with the ability to prioritise
- Pro-active and customer focused attitude
- Excellent analytical skills
- Ability to learn/acquisitiveness
- Self-motivated
- Adaptable and flexible
- Good attention to detail
- Good verbal comprehension and written communication skills

Knowledge and Experience

- Minimum of 2 years in a similar position, with experience in a logistics or publishing business being a bonus.

Additional Requirements

- Full UK driving licence preferable
- Ensuring that all responsibilities are met in accordance with company quality procedures and the customer requirements for each job
- Ensuring that the staff member abides by our human resources policies and procedures as outlined in our Staff Handbook
- Understanding the need for confidentiality when dealing with both internal and external information

Personal Attributes

- Friendly, organised, professional, team worker, unafraid of challenge or change, flexible, self-motivated and proactive.

Qualifications

Essential

- A good secondary education is essential with GCSE' level English and Maths
- Computer skills' including Excel / Word / Outlook / Power Point - Intermediate level is a minimum and advanced for word desirable

Desirable

- Degree level qualification
- Previous background in administration