**Blue Orchid Enterprise Solutions Ltd**

**Job Description**

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| **Job Title:** | ADMINISTRATOR |
| **Area of business:** | Cheshire and Warrington Delivery |
| **Reporting to:** | Senior Administrator |
| **Based from:**  **Salary:**  **Length:** | Liverpool Office  Circa £21k  Full Time – Permanent |
| **Overall purpose of the role:**  **Job Ref:** | To provide administrative support ensuring accuracy and attention to compliance and quality of data inputting adopting a holistic approach from enquiry to completion of contract.  BOES20-04 |

**Main responsibilities**

* To work as part of the administration team and undertake administrative duties as delegated by the Senior Administrators, including but not limited to data inputting, filing, assisting with the production of course materials, sending emails, typing up of documents as and when required
* To work as part of the administration team making outbound and answering inbound calls, ensuring that all calls are dealt with professionally and courteously, providing a high level of customer care always.
* To assist with the scheduling of training and networking events including confirming attendance from clients and confirming delegates with venues/trainers.
* To assist Senior Administrator with the manipulation of data using Blue Orchid CRM to produce contract reports as and when required including monthly claim reports
* Deal with incoming mail, opening, sorting and distributing accordingly, and to post outgoing mail at the end of each working day
* To provide assistance to all members of Blue Orchid staff as and when needed by performing general office/administrative duties
* To raise awareness of any compliance and quality issues with the line manager.
* To ensure accuracy and compliance of all paperwork received and data input into CRM including assisting with paperwork preparation relating to audits
* To ensure that all duties are performed according to Blue Orchid requirements and maintaining an up to date understanding of Contracts and procedures
* Ensure work, at all times, conforms to the procedures and standards laid down in the company procedures manual.
* To manage workload effectively and responsibly ensuring that priorities are identified and met as part of the team with the Line Manager
* Approach the job in hand in a diligent manner, assisting the team/area where possible to achieve its goals and planned outcomes.
* Be able to work under pressure and have the ability to adapt to changing circumstances.

**General**

* Understand, and work towards, the goals and values of the company
* Develop and maintain good working relations with work colleagues based on mutual respect, enthusiasm, involvement and commitment.
* Actively promote all activities that will contribute to the continuing growth of the company.
* Recognise, explore and bring to the attention of management, opportunities and areas for future company development.
* Help any colleague whenever possible to ensure that the company maintains its advantage over the competition.
* If required, induct and act as mentor, to new employees joining the company.
* Comply with all of Blue Orchid’s policies and procedures.
* Undertake any other reasonable duties as required by the needs of the business.

All staff are responsible for information security and therefore must understand and comply with the Information Security Policy and the supporting policies available. It is the duty of each employee who uses or has access to information to be aware of, and abide by, the procedures and arrangements concerning the secure use and protection of information. All personnel or agents acting for the organisation have a duty to:

• Safeguard hardware, software and information in their care

• Prevent the introduction of malicious software on the organisation’s information systems

• Report any suspected or actual breaches in security

• Attend any information security training and keep up to date with any security updates that are issued

**This role is part-funded by European Regional Development Funds through the 2014-2020 European Structural and Investment Funds Growth Programme.**

**Person Specification**

**Job Title: ADMINISTRATOR**

**Experience**

* Experience of working to meet targets and deadlines. *(Required)*
* Experience of working within an ERDF funded programme.*(desirable not required)*
* Experience with CRM systems and Microsoft Office suite. *(Required)*
* Experience of liaising effectively with people at all levels. *(Required)*

**Skills & Knowledge**

* Good planning, time management and organisational skills. *(Required)*
* Ability to manage workloads under pressure (prioritisation, problem solving, trouble shooting), *(Required)*
* Ability to react calmly to issues and to deal with people in a tactful way. *(Required)*
* Exceptional customer service and interpersonal skills. *(Required)*
* Excellent written and verbal communication skills. *(Required)*
* Good IT skills in particular MS Outlook, Excel, Word & PowerPoint*(required)*
* Good attention to detail. *(Required)*

**Attributes / special requirements**

* Strong work ethic, flexibility and patience.
* Able to work under pressure.
* Ability to contribute to change and continuous improvement processes.
* Ability to relate to people from a wide range of personal and intellectual backgrounds.
* Ability to project a professional image – in approach, attitude and appearance.
* Excellent Interpersonal Skills, energetic and enthusiastic.
* Ability to empathise – (ability to create and inspire trust in clients; interest in welfare of others)
* Flexible – able to manage own time and workload effectively and that of others.
* Excellent customer service skills (internal and external customers)
* Self motivated.