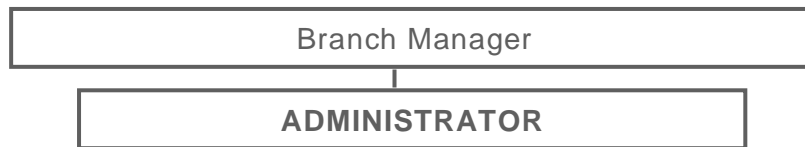


<b>JOB TITLE:</b>	Administrator
<b>RESPONSIBLE TO:</b>	Branch Manager
<b>DIVISION:</b>	Group
<b>LOCATION:</b>	Scotland
<b>HOURS OF WORK:</b>	39 hours per week (Monday to Thursday – 8.00 a.m. to 5 p.m. and Friday 8.00 a.m. to 4.00 p.m. with 1-hour unpaid lunch)
<b>POSITION SUMMARY:</b>	Responsible for supporting the administrative activities that facilitate the smooth running of the Scotland office, in particular organising people, information, and other resources.

**POSITION IN STRUCTURE:**



**KEY COMPETENCIES:**

- Conduct
- Planning & Organising
- Customer Relationships
- Problem-Solving
- Communication
- Building Relationships
- Planning & Organising
- Technical Expertise

**MAIN DUTIES AND RESPONSIBILITIES:**

In addition to the functions detailed below, employees are required to carry out such other duties as may reasonably be required.

**Reception Duties:**

- Taking and directing calls.
- Greet and sign in visitors, offering refreshments on arrival.
- Organise and maintain the reception area
- Answer questions about services offered at the company
- Booking hotel accommodation.
- Monitor, control, and order office supplies.
- Taking customer details and passing on information to the relevant department
- General reception duties.

**Admin Duties:**

- Logging projects onto Office.NET.
- Handing Customer enquiries and regularly updating
- Liaising with operatives and subcontractors regarding jobs
- Assisting with materials required for projects.
- Collating information/paperwork & signs for site files and setting up site iPads.
- Looking for potential new sub-contracting partners.
- Running the office when the Branch Manager is away.
- Working with the Branch Manager on pricing the small works and quotations.
- Liaise and where necessary support sites.
- Picking required PPE from stock for employees and sub-contractors.
- Assisting with Small Works quotations.
- Informing Accounts on when jobs are completed and to be invoiced
- Assisting Accounts where relationships aid payment of Debtors

- General administration duties.

**Stock Duties:**

- Stock control
- Arranging stock with the Head Office, based in Hereford.
- Booking unused stock back in.
- Arranging materials for the small works division to issue to small works sites.
- Monitor PPE stock and order if required.
- Keep records for harnesses and lanyards ensuring these are in date. If these are not in date, ensure that these are tested with an external provider.

**Office and Facilities Duties:**

- Building maintenance including alarm checks.
- Maintaining levels of fire extinguishers and ensuring they are checked regularly.
- Ensuring basic facilities such as water, refreshments, and heating are well maintained.
- Control activities like parking space allocation, waste disposal, and building security.
- Coordinate Vehicle Repairs in cooperation with Head Office Fleet Manager

**ISO Duties:**

- Responsible for the ISO duties for the Scotland office.
- Provide support to the Compliance Officer.
- Knowledge of ISO 9001 standards.
- Understanding of data protection, GDPR laws, and privacy legislation.
- Keep up to date with and understand relevant laws and regulations.
- Assist in gathering internal information in response to regulatory requirements.

**QUALIFICATION/EXPERIENCE:**

- Knowledge of Microsoft Office Suite (Word, PowerPoint, Excel, Outlook) and other commonly-used office packages.
- Strong IT and typing skills.
- Previous experience in managing an office preferably within a roofing/construction industry.
- Experience in building strong working relationships both internally and externally.

**PERSONAL ATTRIBUTES:**

- Ability to organise workload effectively for the purpose of meeting deadlines.
- Able to demonstrate flexibility/versatility combined with initiative, drive, and ability to meet targets.
- Strong interpersonal skills and the ability to deal with a wide variety of contacts.
- Excellent interpersonal, oral, and written communication skills, with the ability to converse at senior level.
- Good team working skills and the confidence to lead and motivate a team.
- Negotiation and relationship-building skills
- Attention to detail
- Flexibility and adaptability to changing workloads
- A problem-solving approach to work.
- Excellent organisational and time-management skills.
- The ability to prioritise tasks and work under pressure.

**HEALTH & SAFETY:**

All employees have the duty to ensure the health, safety, and welfare of themselves, others, and the environment, including ensuring:

- setting the highest possible standards of leadership in promoting H&S procedures and best practices
- health & safety requirements and procedures are strictly enforced and adhered to
- both physical limitations and mental health issues are reported and dealt with appropriately
- the H&S Manager is informed of any accidents or near misses on site or any other H&S matters that the whole business can learn from

- you participate in training and development activities as appropriate and assist the safety team to ensure you are skilled, knowledgeable, and experienced to perform the tasks set
- you follow company policies and procedures and report any deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment.

**EQUALITY & DIVERSITY:**

You will conduct yourself in a manner that demonstrates 'equality' in the workplace, including:

- respecting peers and valuing people as individuals
- ensuring the workplace is free from discrimination
- respecting choice and everyone's right to have their own beliefs
- showing appreciation of 'diversity' through the added value of individual differences and various experiences

**SUSTAINABILITY AND ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG):**

Central Group has established a bespoke Carbon Reduction Plan to publicly commit to achieving Net Zero Carbon emissions by 2050. Central Group is actively pursuing its wider ESG issues to maintain a long-lasting sustainable business. The long-term commitment of our internal stakeholders is crucial in ensuring our sustainability and ESG success:

- Commitment and adherence to the Central Group Carbon Reduction Plan and target of Net Zero carbon emissions by 2050 is fundamental.
- Actively contribute to our current and future sustainability goals by incorporating ESG and carbon reduction considerations into your daily tasks and decision-making processes.
- Communicate potential carbon reduction and/or ESG initiatives that could assist Central Group achieve their future Net Zero carbon emissions and ESG targets.
- Fostering environmentally responsible practices, promoting social equity and diversity, and maintaining high standards of corporate governance.
- Committed to upholding Central Groups ESG commitments is paramount.

**OTHER:**

- Central Roofing and Building Services may amend this job description in whole or part at any time.
- Committed to working for an employer that values diversity and equal opportunities.
- Willing to undertake additional training or vocational qualifications as required, including annual training and DBS checks.

**ACKNOWLEDGEMENT:**

I confirm that I have read, understood and accept the content of this Job Description :

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_