

Overall Purpose

To provide Administration support to the Sales, Service and Installation teams.

Main Duties and Responsibilities

- To gain an overall knowledge through training to be able to fulfil any admin role within the department. Therefore, the successful candidate must be adaptable and able to fill these roles when called upon providing cover for sickness, holidays etc.
- Processing and reconciliation of documentation within the Portable Extinguisher Department. This will include input data from engineer's dockets to update the Companies database leading through to the invoicing process, assisting in the preparation of quotations for the BDM for that discipline.
- Assisting with the processes within the Sales Department which will also include:
 - a) Responsible for retention of customer, and to help generate new business with regards to clients moving premises.
 - b) Reconciliation, calculation and preparation of monthly commission figures.
 - c) Producing monthly customer reports to ensure conformity to KPIs
 - d) Periodic Tender application completion: Interpretation and answering scored technical questions including referencing and citing Company Policy, collating and organising supporting documentation and ensuring tender requirements have been
 - e) answered in order to achieve maximum scoring.Completing Supplier applications. Completing credit accounts applications.
General Ad-Hoc office duties such as scanning, writing and proofing letters as required, departmental database maintenance, taking minutes at quarterly meetings.

Essential

- Previous experience of working in busy administration role.
- High standard of English and Maths.
- Working knowledge of Word, Excel, Outlook. Good all round IT Skills.
- Able to demonstrate excellent communication skills, verbal and written and good telephone manner
- Able to work on own initiative and self-manage workload.
- Ability to work to tight deadlines and work under pressure
- Able to multi-task, must have natural organisation skills and attention to detail
- Experience of maintaining accurate records

Desirable

- Knowledge of security products/security industry/Experience of using CASH
- Business Studies NVQ

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