

Operations Support Administrator

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Company: Quadris

Location: Bredbury

Category: management

Would you like to join a Managed Service Business that is growing, investing in its people and constantly pushing the boundaries of technology and innovation? We've already grown our team by 37.5%, this year and launched two brand new products, developed an offering for a brand new sector, became a recognised tier 2 ISP, and built a class-leading cloud platform from scratch that outperforms the current best of breed! We've achieved a lot, but need outstanding people to help us do more.

Quadris are looking for a highly organised individual to join us as an Operations Support Administrator based in Stockport on a full-time, permanent basis. In return, you will receive a competitive salary of circa £25,000 per annum depending on experience.

The Operations Support Administrator role:

The key purpose of the job is to provide administration support to several of our core business operations through effective coordination, planning, and administration. This includes but is not limited to the resource scheduling of our technical teams, creation of quotations for our customers, sales order and purchase order processing, and the coordination and administration of our property and facilities. It is a varied role that requires a highly organised individual who understands the importance of planning, process, working to deadlines and quality standards.

As our Operations Support Administrator, some of your responsibilities will include:

?Regular communication across all business areas to ensure efficient administration processes that support effective operational service delivery, and to our company standards

Processing new sales opportunities for the Account Managers in our CRM system, including creation of quotations, and sending these to the customers once approved

Sales order processing, and purchase order processing for customer orders into our professional services automation (PSA) system

Responsibility for ensuring client agreements are correctly entered into our PSA system ready for go-live delivery of critical IT managed services

Scheduling of all renewals and technology maintenance tasks in line with client agreements

Using data driven reporting to monitor client licence usage against agreement numbers, and trigger pricing reviews with internal account managers where appropriate

Scheduling resource across our teams, to include shift rotas, on-call rotas, maintenance work, site visits, training sessions and leave

Supporting scheduling across all department areas including working collaboratively with our HR & People Development, Projects, and Alerts & Maintenance Teams

Liaising with 3rd party suppliers, monitoring our services agreements with them, and the scheduling of their services in line with our internal audit schedule

Responsibility for our asset management administration for both Quadris and customer assets

Administering a goods in/out process of equipment deliveries from receipt of goods, through to entry into our asset management system (may involve visits off-site)

Maintaining all documentation and processes in line with our company quality standards

Organisation of the dispatch and delivery of goods to Quadris and on to our customer sites as appropriate

In addition to the duties and responsibilities outlined you may be required to perform other duties assigned and requested by the Management Team

Skills and Qualifications you'll need to become our Operations Support Administrator:

Passionate about service standards

Strong experience in planning and organising your time, and that of others and in a positive manner

Proven ability to effectively multi-task

Relationship building skills –excellent ability to work well and flexibly within a team structure

Excellent written and verbal communication skills – Maths & English to minimum grade C/5

Ability to work on own initiative to a high level of accuracy and attention to detail, and to meet deadlines

Customer Care - Capable of delivering results, and meeting customer expectations through effective planning and administration

Ability to contribute ideas and suggestions for improvements in order to achieve more effective working practises

Well presented, professional appearance and attitude with a positive and professional approach

Excellent time keeping skills

Discretion in dealing with confidential information

Good IT Skills, with proficiency in Microsoft 365 Products, particularly Excel

We take care of our people by offering:

25 days paid leave + Bank Holidays (rising with length of service)

Contributory Pension Scheme, tiered contributions rising to 7% with length of service

Death-in-Service Benefit x4 annual salary (after 3-month qualifying period)

Company sick pay (after qualifying period)

Free independent financial wellbeing advice when you join us

Tailored personal development plans and career journey planning

Fully/Partially Funded training *Subject to agreement with your Line Manager/Business Needs

Free parking

Environment that focuses on your wellbeing

Free vitamins to keep you fit and healthy, Free refreshments, Free fruit

We would love to hear from you, so please click 'apply' now to become our Operations Support Administrator!

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