

## Job Description

Position:	<b>Contract Services Administrator</b>
Responsible to	Contracting Operations Manager & Operations Director
Role	Full time
Works with	Operations Manager, Development Manager, Contracting Service Administrator & Accounts team.



### **Brief outline of SVI Contracting Services:**

Contract Services teams provide on-site solutions to a wide variety of pipe renewal problems. Whilst the majority of our work involves the flow stopping and abandonment of gas mains and services, we also work in the water and civil engineering sectors, sealing off pipes, ducts and unwanted voids. Teams are based in Newcastle, London, West Midlands and our HQ in Bradford on Avon, which allows us to offer UK coverage. Contracting Services represents roughly one fifth of SVI as a business, the team currently has 15 members of staff, the overall business currently sits at 70 employees.

### **Main Responsibilities**

To Support the contracting department in all administration duties and to liaise with contractors and customers where needed.

To act as first point of contact for contracting calls and enquiries, to work alongside the Operations Manager booking jobs into contracting schedule.

### **Specific Responsibilities**

- a) Contracting Administration Duties:
  - Day to day coordination of the job bookings, Informing relevant staff and departments of staff allocation.
  - Assist Operations manager with the quoting and pricing prior to works being carried out.
  - Maintain and keep up to date Contracting job Spreadsheet.
  - Liaise with new customers to set up accounts prior to works being carried out and to chase payment upfront where required. Record new customer account details on the spreadsheet on the server.
  - Email copies of Operational Procedures e.g. Risk Assessments & Method Statements to customers.
- b) General Administrative duties:
  - Answer and direct calls, taking messages and ensure prompt responses.
  - Receive and distribute post, address and mail outgoing post daily.
  - Scan and email documents to customers.
  - Receive welcome and direct visitors.
  - Offer refreshment to guests and arrange beverage/biscuit set up for meetings
  - Log each visitor into logbook and issue badges, use of log for fire marshal duties as needed.
  - Cover for other departments on holidays, absence etc.. and lunch breaks as needed.

### **Skills required**

- Experienced, professional telephone manner
- Strong verbal and written communication skills.
- Intermediate to Advanced skills with Microsoft Office, including Word, Outlook, Excel.
- Experience with Scala or another ERP software a plus, but not a requirement.

