

## JOB DESCRIPTION

The Networking People Ltd

### **Business Support Coordinator**

Responsible to: Business Support & HR Manager

Immediate Subordinates: None

Salary: £19,500 - £22,500 per annum

Duration: Permanent

#### **Overview**

We are looking for an enthusiastic, hardworking and highly organised individual to join our dynamic growing company.

The candidate should have excellent people & communication skills and experience in an office environment.

#### **MAIN FUNCTION**

The candidate will have a broad range of responsibilities focused around the smooth operation of company administrative functions such as raising purchase orders, processing orders through various online portals, assisting in ensuring documents and training records are kept up to date and health & safety obligations are met. A significant part of this role will also include the placing of circuit orders and the monitoring and tracking these through to completion. The candidate will be given training to deal with daily queries from partner organisations to enable the effective monitoring and tracking of inflight fibre and broadband orders. The candidate will need to maintain excellent communication with suppliers and customers and will need to deal with telephone and email queries.

#### **SPECIAL CONDITIONS**

None

#### **CONTACTS**

<b>Name/organisation</b>	<b>Reason</b>	<b>Approximate Frequency</b>
Office Manager or nominated representative	Day to day management, directions & instructions	Daily
TNP Internal	Team work	Daily
Customers & Partners	Handling telephone and email enquiries and processing orders	Daily
Suppliers	Placing, tracking managing & chasing orders	Daily

## MAIN DUTIES

1. Acting as initial point of contact for customers and suppliers
2. Ensuring orders are placed, arrive on time and deliveries are checked in on arrival
3. Arranging internal and external meetings and taking minutes where required
4. Tracking of customer contracts and assisting with the renewal of these (preparation of sales quotes)
5. Dealing with telephone & email enquiries and contacting customers & suppliers as required
6. Ensuring the office is fully stocked with sundries & stationery
7. Ensuring all documents are scanned, saved and filed appropriately
8. Placing fibre and broadband orders and daily monitoring and tracking of these orders
9. Booking training when required and ensuring staff training records are kept up to date
10. Maintaining high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest through line managers improvements to the service provided, and clear and professional styles of communication at all times
11. Day-to-day support of internal and external projects including liaising with other parties as necessary
12. Such other duties appropriate to the grade as may be directed by the Board of TNP or its nominated representatives

## Equality & Diversity

TNP Ltd are proud to have an inclusive culture where everyone is welcome and truly feels able to be themselves. The aim of our recruitment and selection process is to attract and welcome a diverse range of applicants to help improve and develop our team.

## Person Specification

Criteria	Essential / Desirable	Application form / Interview
Ability to communicate effectively with internal staff and external customers and suppliers	Essential	Application Form / Interview
Experience of office systems and procedures, with the ability to create and edit spreadsheets and the ability to retrieve and present data from information systems	Essential	Application Form / Interview
Experience of using a range of standard office ICT applications to include Microsoft Word & Excel, with the ability to learn new software applications	Essential	Application form / Interview
Excellent communication & presentation skills, both written and verbal coupled with an ability to maintain confidentiality	Essential	Application form / Interview
Ability to work both independently and as part of a team, with minimum day-to-day supervision. Commitment to approaching tasks proactively with flexibility and completion to a high quality of workmanship	Essential	Application form / Interview
Experience of managing and prioritising a diverse workload, to meet deadlines and to work under pressure	Essential	Application form / Interview
Experience of working in a customer facing role	Essential	Application form / Interview
Commitment to undergo further training through operational requirements and personal development	Essential	Interview
Minimum of 3 A-Levels at Grade C or above (or equivalent level qualification or experience)	Essential	Application Form / Interview
Experience of accounting packages e.g. Sage, SAP, Clearbooks, etc	Desirable	Application Form / Interview
Experience of general day to day office administration e.g. ordering stationery, receiving deliveries	Desirable	Application Form / Interview
Experience within the IT/telecoms industry	Desirable	Application Form / Interview
Experience of minute taking	Desirable	Application Form / Interview
Experience of preparing sales quotes	Desirable	Application Form / Interview