

Job Description

Job title	Business Support Administrator	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

To support EMCOR in managing the NEC contract for both New Works and Maintenance activities. To be the focal point for all NEC activity and New Works Planning. Provide timely and effective administrative support to all teams on the contract. Assist in the delivery of certain scheduled or ad hoc work functions and provide a range of support duties to ensure that all deliverables are met on time and with a high level of accuracy and customer service.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Work alongside the Technical Coordinator to ensure the Document Control Centre and Risk register are fit for purpose and utilised and developed in line with the customers' requirements.
- Manage and coordinate all NEC correspondence by ensuring it is appropriately referenced, stored and communicated.
- Analyse and review detail in DCC to provide management reports and maintain data integrity.
- Work alongside Project Managers and Maintenance Managers to ensure all actions and communications are completed within the timescales detailed within the NEC process.
- Become the subject matter expert and point of contact for all queries regarding the NEC.
- Attend risk register meetings when required, to provide risk detail to the customer from the DCC.
- Develop EMCOR processes and procedures to create best practice solutions in managing NEC.
- Work alongside New Works management and WSO's to create and maintain a plan of work for project activity.
- Review project plan weekly and provide communication to our customers of any changes to delivery dates.
- Work with the Helpdesk and Project Managers to keep up to date with all high profile project work and provide administrative support where required.
- Input data onto client and local databases ensuring high level of input accuracy.
- Deal with requests in accordance with the contract KPIs to ensure the required service level is achieved.
- Attend to all related queries from internal as well as external clients within the specified timescales either by phone or in writing and ensure high level of customer satisfaction.
- Assist with general office duties such as, preparation of reports, maintaining the filing and archive systems, scanning of critical back-up documentation, etc.
- Maintain and manage contract mobile phones and fleet.
- Monitor and replenish stationery supplies.
- Book visitors onto site to ensure continuity of work and in the timescales requested by our customer.
- Assist with the annual site security pass validation of all EMCOR employees and subcontractors.

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- Form part of a central hub of information in order to support both colleagues and customers by being the first point of contact.
- Use of the Accounts System JDE to raise purchase orders.
- Ensure up-to-date training on the system applications by attending training courses or by self-taught modules.
- Any other reasonable requests as given by management.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Proven ability to provide a high standard of support in Administrative principles, including the ability to implement systems and processes and to pro-actively resolve problems.
- Excellent level of interpersonal and communication skills, with the ability to liaise with customers and staff at all levels in both written and spoken English.
- Keen eye for detail.
- Demonstrated ability to contribute as a member of a team to achieve positive outcomes and provide quality service to customers.
- Flexible approach to all duties and be able to work on own initiative.
- Demonstrated organisational and time management skills, including the ability to manage competing priorities, monitor and co-ordinate a range of prescribed processes, to achieve tight deadlines and desired outcomes with due regards to accuracy.
- Demonstrated experience in computer applications, including Microsoft Office (Word, Excel, PowerPoint), E-mail and databases.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	