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**Job Title:** Administrator

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**Job Summary:** The role holder is a responsible, experienced administrator supporting the Depot Manager in the efficient delivery of best practice processes. You will be operating with honesty, integrity and efficiency in accordance with our Leadership Guidelines and striving to bring added value to the business. You will be responsible for HR related matters and previous HR experience would be an advantage.

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**Key Responsibilities:**

- Provide proactive administrative service
  - Provide routine advice and guidance
  - Perform administrative tasks in a timely and effective manner
  - Maintain electronic and paper based records, achieving a high level of accuracy and maintaining confidentiality and comply with the principles of the data protection act
  - Deal with all paperwork and emails in a timely and effective manner working to conflicting deadlines
  - Ensure all employee records are maintained to the highest standard
  - Answer and log telephone calls in an appropriate manner, providing excellent customer service ensuring robust support to the business liaising closely to ensure expectations are met and appropriate solutions achieved
  - Maintain effective relationships with the wider business
  - Maintain a current knowledge of company policies and procedures to ensure the department is offering an appropriate, effective and professional service
  - Continually analyse processes and seek to develop administrative efficiencies
  - To assist with ad hoc project work
  - To undertake necessary training when appropriate
  - To complete any other tasks as deemed appropriate by line management
  - Follow all SOPs accurately
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**Key Experience, Knowledge, Skills & Qualifications:**

**Experience Essential:**

- experience of providing first class administrative support within a fast paced environment
  - excellent team worker and communication/customer service skills
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- experience of providing a transactional service and responding to employment related matters
  - working collaboratively with a range of stakeholders

**Experience Desirable:**

- background working in large, complex organisations
- working in a retail and/or pharmaceutical environment
- a general understanding of UK Employment legislation

**Knowledge Essential:**

- up to date knowledge of Employment and other relevant legislation

**Knowledge Desirable:**

- understanding of our industry sector – pharmaceutical, retail and wholesale and warehousing
- appreciation of varying demographics of our workforce

**Skills Essential:**

- competent user of all MS Office Applications to intermediate level
- high level of accuracy and attention to detail
- excellent verbal, numerical and written communication skills
- ability to prioritise ever-changing/conflicting workload
- excellent organisation and time management ability
- proactive approach to problem solving

**Skills Desirable:**

- setting up of administration systems

**Qualifications & Training – Essential:**

- commitment to developing a career
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