

Job Description

Job Title: Service Delivery Administrator

Department: Service Delivery

Responsible to: Head of Service Delivery – Mandy Farley

Location: Citipost Mail, Unit 1 Berristow Lane, South Normanton, Derbyshire, DE55 2JL

Hours: Monday – Friday 09:00 – 17.30hrs

The Role

This role requires accurate data entry and data transfer with a polite and professional telephone and email manner, as it does include direct interaction with end customers and suppliers.

The purpose of the role is to schedule and book client collections and consumables and to ensure accurate forecasting. Acting as a liaison between all departments, ensuring client mailings are booked in seamlessly. This will require the co-ordination of various departments to meet clients agreed service levels on a daily basis and to monitor these on a mailing by mailing basis.

Key Responsibilities & Accountabilities

- Accurately scheduling (raising jobs) by input of data into Job Logger
- Data input re collection and consumables
- Reconciling customer consumable requests against consumable matrix for any disparities
- Correct any noticeable disparities by seeking advice from the relevant Client Relationship Manager
- Updating said schedules so they remain accurate
- Reporting to the Client Relationship Manager, Service Delivery Team of any issues, late collection/failures
- Liaising with suppliers to ensure service required is delivered as per SLA
- Liaising with suppliers to accommodate customer late request/amendments
- Create and maintain reports generated from in house systems
- Support Client Relationship Managers with any queries in relation to schedules/jobs raised
- Produce forecasting reports for Head of Service Delivery
- Liaising with internal and external customers, through telephone/email.

Person Specification

- Experience of using Microsoft packages i.e. Excel, Word and Email to a high standard
- Attention to detail
- Appeasing telephone manner
- Ability to work both individually and within a team to support others
- Commitment to completing tasks to a high standard
- Approachable internally by other departments
- Build strong working relationships with internal and external stakeholders alike
- Passion to deliver a first-class service

Corporate & Social Responsibility

As an employee we expect you to follow; quality standards, protect the environment, follow health and safety practices and to ensure that General Data Protection Regulations are adhered to