

# Job Description

## Regional Administrator

<b>Position:</b>	Regional Administrator
<b>Reporting to:</b>	Midlands Senior Administrator
<b>Location:</b>	Bromsgrove Office
<b>Hours:</b>	7:30am-3:30pm, 8am-4pm or 10am-6pm with 1 hour (unpaid) lunch.
<b>Days:</b>	Monday to Friday

Hemlow Ltd are a Mechanical & Electrical Maintenance Company, with our head office in Sevenoaks, Kent and offices in Slough, the Midlands and North. Our engineers carry out maintenance across the south of England and into the Midlands and North.

Hemlow is a progressive, growing company of medium size.

We are looking for an enthusiastic individual to become part of our new regional administrative hubs, who ensures all planned works are scheduled correctly and completed within target. This includes the organising of both operatives and subcontractors whilst working alongside other teams ensuring all compliance paperwork/certificates are up to date.

In addition, the team ensures all reactive calls are logged onto our simPRO CAFM system, including being scheduled correctly and completed within target times. This includes the organisation of work orders for approved subcontractors, whilst working alongside other company teams ensuring all compliance paperwork / certificates are up to date.

We hire based on attitude and approach and are looking for individuals who want to grow with us as we continue to expand.

### Key Responsibilities:

- Ensure delivery of high service level regarding reactive calls and support for internal and external clients.
- Keeping simPRO system updated.
- Updating clients.
- Oversee the logging and close down of reactive calls throughout Team.
- Supporting Operational administration.
- Schedule planned maintenance for in house and subcontracted labour.

- Administer and maintain SimPRO software system.
- Coordinate holiday requests and sickness notifications, arrange cover where required.
- Update existing planned maintenance schedules with revisions to contract.
- Setup planned maintenance schedules and record keeping systems for new contracts.
- Update planned maintenance jobs with status updates and required certification.
- Maintain client compliance systems with information mirroring the Hemlow SimPRO system.
- Maintain site logbook systems with regular certificate updates.
- Develop working relationship with Operations team and clients to deliver best in class customer service.
- Work to a range of performance KPI's.

## Skills and Qualities:

### Essential:

- Good literacy and numeric skills
- Technology literate including use of MS Office, Laptop, Tablets etc
- Good interpersonal skills
- Fluent in English
- Able to work in a varied and sometimes pressurised environment

## Company Benefits:

Reference benefits on our careers page.

## Conditions Of Employment:

- The candidate will need to complete a 6-month probationary period.
- Completion of Hemlow Induction Training.

To apply, please fill out the form on the relevant job role page on our website. We look forward to receiving your application.