

Job Description

Job title:	Account Administrator
Line Manager:	Accounts Manager
Location:	Cardiff Office

Job description	
Main purpose of role	
<p>Reporting to the Accounts Manager, this role is key to the development and delivery of client reports and ensuring that these are produced in a timely manner. Additionally, this role is to assist clients with the transfer of existing survey records into the Santia e-Risk System. On a secondary level, this role is to include field and laboratory support.</p>	
Key responsibilities	
<p>Responsibilities will include:</p> <ul style="list-style-type: none"> To ensure that you work at maximum efficiency and exceed MI targets by regularly reviewing your performance against client SLA's and taking corrective action where required. To ensure the highest quality standards are met in all areas, particularly in accurate data review and transfer To ensure that you follow the established procedures for each activity, adhering to service level agreements and quality standards to maximise customer satisfaction. To actively participate in relevant meetings as and when required. To deal with all incoming enquiries efficiently, ensuring that all relevant parties/systems are updated immediately. To participate and recognise the importance of regular briefing/training programmes, whether it is external or internal. To assist the field team with all aspects the production of client reports. To ensure accuracy in each area of your job role as a primary consideration. To input data onto either internal or client owned software packages accurately and in a timely manner. To review client supplied 3rd party survey reports and appraise these for transfer to internal or client owned software packages The completion of all tasks in accordance with set priorities, budgetary consideration, target dates for clients, company standards and procedures. To aid in the procurement of equipment and consumables as required on an ad hoc basis 	
Performance measures	
Competency area	Performance indicator
<ul style="list-style-type: none"> Attention to detail Proficient in Excel and Word Proficient in Santia E-Risk System administration Ability to work to tight deadlines Maintenance of performance on internal quality system 	<ul style="list-style-type: none"> Client KPI achievement Quality of reports Completion of tasks as scheduled

Person specification	
Experience/knowledge required	
<ul style="list-style-type: none"> • Experience in delivering a quality and professional service to clients • Experience communicating with clients at an administrative level • Experience of working with Excel, Word and software databases • Experience in dealing with suppliers 	
Personal characteristics	
<ul style="list-style-type: none"> • Have the ability to form internal relationships with key stakeholders • Be self-motivated and capable of responding positively to customer enquires • To have the ability to solve problems and concepts, and make decisions based on available information • To be able to demonstrate the ability to apply logical thinking • Excellent organisational skills • Excellent administration skills • Excellent communication skills • IT Literate • Attention to detail and pride in accuracy 	
Level of qualifications	
<ul style="list-style-type: none"> • Educated to GCSE level or equivalent, alternatively, relevant experience will be taken in to account. 	
Core competencies	
Technical	Non-technical
<ul style="list-style-type: none"> • IT skills – Microsoft Outlook, Word, Excel, and bespoke database packages • Adobe Photoshop • Adobe Acrobat 	<ul style="list-style-type: none"> • To have the desire to achieve and exceed customer expectations • Initiative, enthusiasm and professionalism • To be able to work well under pressure • Attention to detail and excellent accuracy • The ability to form part of a team • Reactive to needs of internal and external stakeholders

Authorisation			
Approved by:	Paul Glass	Date:	05/08/20