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Job Details: General Office Administrator

Your Guide to the Role

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Disclaimer:

The information contained in this document is offered unrestricted to provide background information to assist you in understanding the job opportunity and role available. It is not binding and does not form part of any agreement to offer a position, and is subject to withdrawal, change or modification at any time without notice.

Job Role: General Office Administrator

The Office Administrator plays a key role in the company, dealing with phone calls, visitors, deliveries, and administrative tasks that keep the company running. From helping ensure that customers get timely responses from the support team to assisting in making sure parcels are received and processed, helping produce and post documents or just making sure customers can log queries, the role is diverse and varied.

VPW Systems are based in the City Centre of Exeter and provide a “one stop shop” IT & Technology service to small businesses providing anything from Phone Services to Cloud Technology. Working as part of a small team in an independently owned IT company, you’ll be expected to carry out a range of duties and tasks, have a flexible approach and be adaptable to new ideas, embrace changes and improvements, and have a can-do attitude to making things happen.

This role is for a full time position (or multiple part-time to full time equivalent) joining the team based in Exeter and working across different sections of the business. The first point of call for administrative duties across the business, you’ll play a vital role in helping the business grow and customers receive the level of service they deserve as the company grows and broadens its client base.

1. Roles & Responsibilities – Office Administrator

You will be working alongside the team based in Exeter, assisting and supporting with day to day tasks and administration to help keep the office operating smoothly.

You'll typically find this includes:

- Taking calls from existing customers, prospects, and potential or existing suppliers. You'll need to handle the calls and direct people to the appropriate part of the business.
- Handling incoming deliveries – signing for items, booking them in and making sure relevant people are aware.
- Arrange outgoing post, courier collections etc when we have equipment or items to be dispatched – this might sometimes include marketing campaigns.
- Dealing with incoming post and cheque payments and ensuring they're handled appropriately.
- Book in customer equipment when they visit which is going to need diagnosis, repair or other works by members of the team, and book it back out when the customers come to collect.
- Providing a “meet and greet” for any visitors with meetings, including providing refreshments to them as appropriate.
- You may during busy periods be asked to assist our finance staff, primarily based in Germany with basic help processing payments or contacting customers who appear to have late invoices – you won't need to have accountancy experience.
- Working to improve our procedures and processes across the business where you have insight and understanding to do so.
- Drafting and completing correspondence, contacting customers and following up on enquiries, support cases or other events as necessary, including reviewing and sending proposals and quotations for “standard” products and services – primarily minor upgrades for existing customers.

You may also be asked to help with other duties including specific assistance for senior staff as well as general day-to-day requests typically found in a small business where flexibility is required.

General Capability:

You'll need to have a friendly approach and have patience and the ability to stay calm under pressure. You must be efficient, conscientious and believe that doing things properly matters. Experience in a small business in administrative roles is a strongly desirable trait, and if you have any experience in a customer services remit we want to hear from you since this role will involve frequent contact with customers who have differing needs, technical knowledge and abilities, so your ability to talk and work with them at the right level ensuring they're happy is key.

Ideally therefore, if you can demonstrate:

- Experience in customer facing roles, (in particular business customers although not strictly necessary)
- Excellent telephone manner
- Professional, methodical approach
- Reliability and Trustworthiness

You're likely to be a good fit. We'll help you as much as we reasonably can with training in the specifics of the roles, but the attributes above aren't something we can necessarily teach!

Technical Capability:

You should have good general capability in Microsoft Office in particular. By this, we mean you have more than a basic knowledge of Microsoft Office products – eg. you know how to use Styles & Formatting, Headings and References etc in Word and use Mail Merge facilities. In Excel, you should be capable to a level where you can setup worksheets with formula's, conditional formatting etc. Other products aren't as essential. In addition, it is helpful if you have good working knowledge of Windows based systems (ideally Windows 8), and experience with telephone systems, printers, copiers, scanners, binding and franking machines – all the typical office equipment found in most businesses.

A technically competent person in an administrative setting is absolutely essential for this type of role – you'll be using a computer system extensively for this role, so we do ask that you consider if you're suited to this type of role.

Non-Essentials

- If you can drive, that's a bonus, but there is no specific need for holding a driving license in this role.
- You don't need to necessarily have formal qualifications in any area, as long as you can demonstrate that you're a good candidate and capable of performing the role expected of you.
- You don't need extensive knowledge of IT beyond using computer systems for administrative work, but if you do have any more specific knowledge, this could be advantageous.

2. General Duties for All Staff

As a small company, everyone is expected to be part of the team, and to take responsibility and help out with general duties that help keep the office environment a nice place to be and ensure everyone enjoys coming to work. These aren't formal responsibilities, but when you work here it's an implied part of any role that you take with us – and this applies to ALL staff, regardless of the job role, title or position they hold – everyone is treated the same.

Therefore it's essential you're prepared to be flexible, and you might be involved in basic tasks such as loading dishwashers, hovering and other basic "upkeep" tasks.

Equally, you might be asked from time to time help with something a little unusual – we won't ever ask you to do something you're clearly not able to do (eg. because you're not trained, aren't qualified to do or would obviously be unsafe to do so) but we do ask you display a "can do" approach and recognise that working in a small team means you'll need to "chip in" and function as part of that team.

By doing so, you'll enjoy coming to work and you'll be respected and valued by the entire team, regardless of job position or title.

3. Salary, Benefits and Details

Type:

Permanent Position, subject to successful completion of probationary period.

Hours:

To be discussed. If taken as a full time position, 9am to 5pm, Monday to Friday. Potential for some overtime in busy periods. We will strongly consider part-time positions where we can mutually agree suitable hours. Due to the nature of the work, you would need to be able to work in the normal “office hours” window, and this role is not suitable for remote/home working. You are not at a disadvantage if you are only able to offer part-time employment to us.

Salary:

Effective hourly rate of between £9.00 and £11.00 depending on experience and hours, negotiable.

Pension:

The company has a pension scheme which all employees are eligible to be in subject to the usual terms and conditions, which will be discussed with you. The company provides a contribution.

Holiday & Leave:

The amount you receive will depend on whether you take a full time or part-time role with us (part-time will be pro-rata), but everyone receives an effective 32 days per year (currently made up of 24 days, plus 8 Bank & Public Holidays)

Lunch & Breaks:

Everyone receives a proper lunch break – there is some flexibility on the timings of these. You’re entitled to breaks of course, and most staff take these to suit them and self-manage breaks and schedules.

Other Benefits:

Other benefits are made available from time to time and may be discussed on a case by case basis, subject to our equal opportunities and equal & fair treatment policy. This can include things central to what we do as a business – such as broadband and technology benefits.

Location:

You’ll be based in our City Centre Offices in Exeter. There is no parking available at the office, but you’re < 5 minutes from the High Street for buses, < 10 minutes from Central Station and have easy options to reach us.

4. How to Apply

NOTE: We do not accept applications via, or from agencies. If you are an agency, do not contact us.

To apply for this position, you must follow these instructions:

- You'll need an up to date, honest C.V. that shows us what you've been doing (employment & education history), and where your experience is relevant to the role. Don't embellish your capability.
- Include a covering letter, or just put the covering note in the e-mail itself. Tell us why you want the position, be honest. Tell us what you think you would enjoy, and how you think you would be a good fit – sell yourself to us.
- Tell us when you are available to talk to, and when you would be likely available for any interview should we be able to offer you one. We appreciate you may be in employment already.
- Remember to tell us if you wish to apply Full-Time or Part-Time (and if part-time the sort of hours you can realistically achieve and any restrictions).
- Make sure nothing in your application uses the "Algerian" or "Comic Sans" font – if you don't know what this is, you probably aren't a good fit for this role.
- Please indicate the salary level and experience level you believe you are at.
- If you have any queries or questions, please feel free to ask them in your initial application.
- Send your application to: jobs2014admin@vpwsys.net with the subject line including your Name, Contact Number, and the Job Title.

Please note that failure to follow these instructions means we are unlikely to accept your application.

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