**Administration Manager**

You will be in charge of providing inspired leadership to the client team.

Facilitate the provision of an effective portfolio management service to our clients and undertake specific responsibilities to ensure the professional and efficient operation of the team/department.

You will oversee/manage a full range of administration and support services to the business and external clients, ensuring a professional image of the organisation is maintained at all times.

You will be the first point of contact for many internal and external contacts, managing, delegating and directing workloads to the most appropriate resource.

**Role**

You will be accountable along with the AM team for the ongoing retention and growth of income for the client Portfolio

You will oversee and manage the delivery of ECA services to its client base by ensuring service delivery against client’s contractual requirements & ECA contractual obligations are met.

**Responsibilities**For the Bureau Service you will manage/ oversee the following:

* Processing of incoming and outgoing post
* Scanning renaming invoices
* Posting Invoices onto Systemslink
* Invoice Validation
* Query Management / Supplier complaints – high level escalation point
* Production of Reports
* New Client Set up and adding new meters for existing clients
* Cleansing and interrogation of data within Systemslink
* Data administration
* Plan, schedule and review workload and manpower to make sure targets/SLA’s are being met

Provide effective and inspiring leadership by being actively involved in all programs and services, developing a broad and deep knowledge of all areas of the business

Monitor performance and track SLA delivery across the portfolio

Monitor industry flows to ensure all appropriate actions are taken to make the process as seamless as possible

Monitor invoicing and customer service performance to ensure maximum revenue

Undertake root cause analysis in order to improve performance

Analyse and improve organisational processes and work to improve quality, productivity and efficiency

Lead the performance management process that measures and evaluates progress against goals/KPIS for the organisation and the department.

Relationships and commercial management of suppliers/partners, building strong relationships with all suppliers and partners, establish conference calls/meetings to review performance and agreed SLA’s are continuously met.

Challenge any inefficient processes to ensure the service received by the customer is excellent

You will support the ECA sales team in securing business as and when appropriate including visits, data provision, contracts etc.

Assist with any sales, client or marketing activities such as trade shows and conferences

**General**

Ensure the department adhere to all company processes and procedures in line with QEMS system (ISO)

Ensure outstanding customer service is delivered to all our clients and any complaints are managed in line with ECAs processes

Effectively manage any project work

Adapt proven methods of Report/ MI writing for all internal and external reports

Look constantly for development and continuous improvement by analysing current work methods and processes. Develop new processes to meet on going requirements and make recommendations to the board.

Ensure significant changes within the industry, findings, recommendations and action points from meetings are communicated to team or relevant parties and the action points are completed

**HR/Management**

Conduct staff appraisal and performance reviews in line with company timescales, setting and managing team and individual KPI's to drive departmental performance

Monitor, delegate, organise, coach team on a day to day basis and feedback individual errors and take appropriate action

Recognise the training needs of the team / individual and develop training tools and documents for the department in conjunction with HR

Ensure all HR procedures are followed by department. Conduct formal investigations and disciplinaries in consultation with HR & QMS

Assist in the recruitment of new staff by sifting of CV's conducting interview and induction process

Ensure H&S policy is followed by department and any facilities or H&S issues are raised with Internal Services.

Plus all other duties as assigned appropriate to the development of the role and the individual

**Skills and Experience**

Highly motivated you will be a natural leader that supports and empowers his/her team

Strong interpersonal and influencing skills, with the ability to build credible relationships with multiple internal functions, and where applicable, external strategic business partners.

Experience in customer service management

A proven track record of managing a multifunctional department

Strong analytical and problem solving skills including statistical analysis

PC efficiency

Efficient influencer and communicator, with strong management and leadership skills

Experience of change management and experience of being an operations/team manager

Ability to work under pressure and to meet deadlines/SLA’s

Natural flair for coaching, developing and motivating individuals/team

Excellent objection handling and negotiating skills

Metering knowledge and understanding of supplier processes and data flows, as well as good understanding of supplier systems (desirable)