DESCRIPTION OF ROLE

This multiple Queen’s Award winning company is headquartered in the UK, from where it designs, manufactures and sells scientific instruments for the measurement of powder properties. Its products are recognised globally as the leaders in their field and are utilised by many multinational customers around the world in sectors as diverse as pharmaceutical, toner, ceramics, food and chemical.

The Office Administrator is responsible for co-ordinating a wide range of office support functions including maintenance of the company’s management database, of which entry of new enquiries and prospects is also a key task. The Office Administrator will carry out a variety of tasks from answering the telephone and hosting visitors to maintaining office stock levels.

PRINCIPLE DUTIES

Sales and Customer Support Administration

➢ Entry of enquiries, prospects and general contacts into a management database

➢ Maintaining the company’s management database to ensure that information and contact details are always up-to-date

➢ Liaising with sales and the wider distributor network to ensure database is up to date with sales information

General Support Duties

➢ Receptionist duties including dealing with incoming calls and visitors

➢ Outlook calendar maintenance

➢ Maintaining facilities contracts and liaising with necessary service providers when required

➢ Administration of post including opening and distribution of mail, will include occasional evening delivery to post office

➢ Arranging for the return shipment of tested materials to prospects

➢ Stationery and canteen ordering and stock control

➢ Scanning & printing of documentation as required by the wider team

➢ Monitor journal literature and maintaining journal library

➢ Meeting room management and hosting visitors
REQUIREMENTS

➢ An ability to communicate within a team and across international boundaries and cultures
➢ Flexibility and adaptability to work under own initiative and in a busy office environment
➢ An ability to multi-task and prioritise workloads
➢ Good online research skills
➢ Understanding of the global business environment
➢ Takes a broad perspective on the organisations goals
➢ Understanding of and ability to work within ISO9001:2000 environment

REPORTING LINE

This role reports to the Operations Director, Freeman Technology Ltd.

MINIMUM TRAINING AND EDUCATION

Educated to a minimum of A Level or NVQ equivalent
Use of Microsoft Office applications including Word, Excel, PowerPoint, Access, Outlook and Explorer