

## **Administration Assistant**

**Location:** Knowsley, Liverpool

**Contract:** Full time, permanent

We are currently looking for an administration assistant to join our growing team. The successful candidate will assist administrative tasks to the sales support and client services team.

### **Key Responsibilities**

#### **Administration**

- Assist and/or complete approval and validation processes.
- Complete relevant updates within the CRM system.
- Customer mobile call and data analysis and recommendations (Pivot Tables).
- Any other reasonable duties as requested by their Line Manager, these may include special projects as defined and agreed by the Management team.

#### **Efficiency & Effectiveness**

- Liaise with Line Manager to plan work in advance and report back daily.
- Report any issues in the processes and procedures that can be improved.
- Ensure completion of work within relevant deadlines.
- Understand and contribute to the delivery of the team's Key Result Areas.

#### **Employee Relations**

- Engage with management to ensure your own personal development, engagement and business knowledge.
- Contribute to weekly reports to ensure feedback, issues, questions and concerns are shared in a timely manner.
- Maintain good working relationships.

**The above responsibilities are indicative of the type of work required and should not be seen as an exhaustive list.**

### **What we need from you**

- Good standard of general education to GCSE level or equivalent.
- Ability and willingness to learn.
- Ability to work independently and/or within a small team.
- Keen attention to detail.
- Ability to work to deadlines whilst retaining accuracy.
- Ability to prioritise workloads and multiple tasks.
- Good communications and interpersonal manner.
- Experience in the use of Microsoft Office applications e.g. Word/Excel/Powerpoint.