



## **VACANCY**

**Job Title: Business and Administration Coordinator**

**Duration: Permanent contract subject to probation**

**Salary: £23,398 per annum**

**Hours: 37.5 hours per week – Annualised Hours Duty**

**Location: CFB Risk Management, Training & Admin Hub, Endeavour House, Queens Meadow Business Park, Hartlepool, TS25 5TH**

CFB Risk Management is a rapidly expanding market leader in Asset Protection Services for high hazard industry.

The company is looking for a successful, dynamic, ambitious and enthusiastic Business and Admin Coordinator to integrate within the existing sales and delivery teams to support the delivery of services and sales to enable the company to achieve the quality standards and growth targets defined within the company Business Plan.

The successful candidate must have a strong background with experience in administration, auditing and coordinating. Experience of working in the Oil & Gas, Petrochemical, Nuclear, or other high hazard sectors, would be preferable. A minimum of 5 years experience of working in an administration role

For further information and to download an application form visit <http://www.cfbriskmanagement.com/careers/current-opportunities/>, alternatively you can email [info@cfbriskmanagement.com](mailto:info@cfbriskmanagement.com) or contact the CFB Risk Management on 01429 874085.

**Closing Date: 15<sup>th</sup> February 2018**

**Interview: Week Commencing 19<sup>th</sup> February 2018**

# Job Description



<b>Job Title:</b>	Business and Administration Coordinator (Ref: CIC D)	<b>Reporting To:</b>	Finance and Quality Manager
<b>Location:</b>	Endeavour House, Stockton Road, Hartlepool, TS25 5TH, United Kingdom		
<b>Overall Purpose of Job:</b>	To support the delivery of the company business plans to achieve the agreed growth targets by supporting team with finance, sales, coordination and administration duties.		

## Key Responsibilities

### Finance Administration

- To assist in the control of all budgets as determined within the annual Internal Operating Plan to ensure no overspend, through effective monitoring of Cost Delivery Plans (CDPs).
- Assist with the development of templates, timesheets and supporting documentation for the CFB RISK MANAGEMENT budget and sales process.
- Support the CFB RISK MANAGEMENT tendering process for new project work, where required.
- Ensure all Financial Inputs are processed promptly. Monthly Invoices are remitted on time. All individual credit card transactions are processed monthly.
- Sorting payslips and dealing with funding claims on a monthly basis
- Adhere to CFB RISK MANAGEMENT Financial Controls and Procedures.
- Following receipt of customer Purchase Orders ensure all codes are set up within the companies Integra system (Financial Software)
- Raise requisition orders to issue Purchase Orders to suppliers. Receive and pay submitted invoices and ensure invoice is within budget and correctly authorised.
- Liaise and communicate with CFB Finance department

### Sales Administration

- answer customer enquiries over the phone and by email
- maintain records of sales visits carried out by Technical Advisors
- prepare quotations and process orders
- provide after-sales support, gather and record customer feedback
- maintain records of quotations, proposals and contracts, including renewal dates

### Quality Administration

- Continuously develop existing and new Quality, Environment and Health & Safety processes/ procedures in line with ISO 9001/ 14001/ 45001 and company requirements.
- Undertake all ISO 9001 / 14001 / 45001 responsibilities as listed in Section 10.2 of the Quality, Environmental and Health & Safety Management Manual.

### General Administration

- Ensure electronic and manual filing / retrieval systems, are in accordance with CFB RISK

MANAGEMENTS document and record keeping policy and in line with new GDPR regulations.

- Provide clerical and administrative support for meetings as required including the organisation of the meeting, booking of venues, co-ordinating papers and taking minutes / actions.
- Answer / deal with telephone enquiries from a wide range of contacts regarding a variety of issues.
- Arrange travel and hospitality requirements.
- Any other duties appropriate to the grade and level of responsibility of the post as assigned from time to time.
- Arrange training for staff members.
- Updating records in the computer system for personnel, training, Quality, HR, Environmental, Health & Safety.
- Use a variety of software packages (including Excel, Access and Powerpoint) to manage data and produce documents and presentations
- Ordering office stationary and other supplies

### **Corporate Responsibilities**

- Take active part in Personal Development Reviews.
- Maintain relevant skills and knowledge aligned to key responsibilities and National Occupational Standards to determine continued maintenance of competence in role
- Support and promote equality and diversity, respect and dignity for all staff and members of our local communities in line with CFB RISK MANAGEMENT Policy
- Carry out all duties as detailed in the CFB RISK MANAGEMENT's Health & Safety Policy

### **CFB RM Vision**

**Our vision is we are an internationally renowned risk management company which provides high quality value adding services with surpluses reinvested towards making a positive difference to industrial, commercial, and public safety.**

### **CFB RM Values**

- **Speed and agility – we are resourceful, adaptable and achieve results faster than our competitors. Change is positive and inevitable**
- **Accountability – we are responsible for what we do both to ourselves and the people we serve**
- **Focus on customers – we put our customers first in everything we do. We give them more value than they expect and will not make promises that can't be kept**
- **Excellence – we strive for excellence in all we do; each person's contribution is key to our success and teamwork is integral to our operations. Great just isn't good enough**
- **Transparency, Honesty and Integrity – we are transparent, honest and direct in our dealings. We do what we say and we own what we do, always**
- **Your dignity and respect – we always show you and each other dignity and respect**

### **CFB RM Aims**

1. **To establish Cleveland Fire Brigade Risk Management Services CIC as a financially viable, sustainable and globally competitive commercial business**
2. **To create more employment opportunities for local people within the Cleveland Fire Brigade and within the Community Interest Company**
3. **To strengthen, improve and support Cleveland Fire Brigade's discretionary community safety services by reinvesting our surpluses**
4. **To stimulate and support local economic growth and regeneration by providing a safe and secure environment for commerce and industry to flourish**

## National Occupational Standards

- **CORPORATE**
- To be determined
- **FUNCTIONAL**
- To be determined

## Personal Qualities and Attributes (PQA's)

**Commitment to Diversity and Integrity** Promotes and manages diversity and demonstrates a fair and ethical approach in all situations

**Openness to Change** Proactively supports change, seeking opportunities to promote improved organisational effectiveness

**Confidence and Resilience** Consistently projects and promotes a confident, controlled and focused attitude in highly challenging situations

**Working with others** Leads, involves and motivates others both within the Fire & Rescue Service and in the community

**Effective communication** Communicates effectively, both orally and in writing

**Commitment to Development** Committed and able to develop self, individuals and teams to improve organisational effectiveness

**Problem Solving** Understands and applies relevant information to make appropriate decisions within reflect key priorities and requirements

**Situational Awareness** Maintains an active awareness of the environment to promote safe and effective working

**Commitment to Excellent** Leads groups to achieve excellence by the establishments, maintenance and management of performance requirements

**Planning and Implementing** Creates and implements effective plans to deliver a range of organisational objectives

**Political/Organisational Awareness** Recognises the potential/political impact and implications of actions from a strategic perspective

## Signatures

Approved by: Line Manager		Date:	
Approved by: Technical Director		Date:	
Agreed by: Post Holder		Date:	

## PERSON SPECIFICATION – Business & Administration Coordinator

	<i><b>ESSENTIAL</b></i>	<i><b>DESIRABLE</b></i>
<b>EXPERIENCE/KNOWLEDGE</b>	<p>Responsibility to work within budgets</p> <p>Financial processes and practice including extensive use of appropriate financial software and spread sheets.</p> <p>Collating and presenting data</p> <p>Experience of working flexibly and under pressure, to tight deadlines in a fast changing environment</p> <p>Purchase order and invoicing experience</p>	<p>Involvement in Annual Business planning</p> <p>Use of financial systems e.g. SAGE</p>
<b>SKILLS/COMPETENCE</b>	<p>Excellent verbal skills</p> <p>Excellent planning and organisation skills</p> <p>Able to problem solve</p> <p>Excellent time management skills</p> <p>Essential IT Skills to use a range of Microsoft Office Software (Word/Excel/Powerpoint/Outlook)..</p> <p>Uses appropriate methods to express information in a clear and concise way to make sure people understand</p> <p>Works with others to achieve results and develop good working relationships</p> <p>Adapts to change and works effectively in a variety of different situations</p> <p>Puts the customer first and provides excellent service to both internal and external customers</p>	<p>Prioritisation</p> <p>Internal Auditing Experience and /or qualification (ISO / OHSAS etc)</p>

EDUCATION/ TRAINING	<p>Full clean driving licence</p> <p>Actively improves by developing and applying new skills and knowledge and learns from past experiences</p>	<p>NVQ Level 3 or 4 in Business Administration or equivalent.</p> <p>Training Experience</p>
PERSONAL ATTRIBUTES	<p>Ability to work as part of a team</p> <p>Ability to work as an individual when necessary</p> <p>Demonstrates credibility</p> <p>Ability to influence</p> <p>Professional</p> <p>Self-motivated and enthusiastic</p> <p>Flexible approach to work</p> <p>Communicates effectively, both orally and in writing</p>	<p>Prepared to learn new skills and ways of working</p>
OTHER RELEVANT (JOB SPECIFIC) POINTS	<p>Commitment to Quality, Equality and Diversity</p> <p>Commitment to Health and Safety</p> <p>Able to travel independently to client sites</p>	