



Job Description

Title: Contract Administrator

Reports to: Electrical Operations Manager

Based at: Gasway Offices

Hours of work: 40

Date Prepared: December 2024

Grade: Administrative Grade 1

Key objectives of role:

- To effectively deploy Engineer resources ensuring optimisation of capacity supporting planned and reactive services in accordance with agreed timescales whilst providing outstanding customer service to internal and external stakeholders.

Main responsibilities:

- To operate as the first point of call for engineers, clients, and working with colleagues in the Customer Service Team to deliver outstanding customer service for our customers in their homes.
- To ensure work is scheduled and planned to ensure customer needs are met using initiative and to meet targeted KPIs and required measures.
- To Record and maintain legislative documentation and completion packs.
- To ensure customers and clients are kept fully informed of ongoing repairs and processes such as further works and parts replacements.
- To Escalate any resource issues that cannot be achieved satisfactorily within your responsibility.



- To work to the priorities, deadlines and performance targets set by your line manager and personally contribute to the achievement of the high-performance levels set and complete associated administrative tasks in a timely manner ensuring accurate and timely update of systems as required.
- Take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace.
- To take personal responsibility for demonstrating the aims of the Group's Equality and Diversity objectives.

SPECIAL CIRCUMSTANCES The role requires some flexibility with regard to working hours, including the need to work some evenings and weekends if required to support a 24/7/365 Operational Business.

Person Profile

Selection Criteria	(A=Application Form I= Interview)	Essential or Desirable	Assessment Method
Experience			
Proven administrative experience within a customer focussed environment and the ability to work within processes and procedures whilst managing multiple work streams		E	A, I
Experience of dealing with customer service by phone and the ability to liaise effectively with a range of audiences.		E	A, I
Demonstrate competent IT skills and experience with using Microsoft Packages and systems, including Excel.		E	A, I
Evidence of effective planning and organisational skills to manage conflicting priorities to meet objectives and deadlines with minimum supervision.		E	A, I
Knowledge or experience of the plumbing and heating industry.		D	A, I
Qualifications			
Educated to GSCE level or equivalent		E	A
Skills			
Excellent Customer Service Skills		E	I
Organised, diligent and the ability to remain calm under pressure		E	I



Excellent communication skills	E	I
Detail orientated with critical thinking skills	E	I
Time Management Skills	E	I
Scheduling Skills	D	I