

# Capital Works Administrator

Reports to: Operations Support Manager

## The part I play at Flagship Group to help solve the housing crisis is:

to provide a quality service for our customers, ensuring we meet their needs. In this role our customers can be Subcontractors, tenants, and our properties. I am here as a main point of contact for all Flagship Services Capital subcontracted works throughout East Anglia. **My main responsibilities are communicating with customers; raising purchase orders; issuing works and reviewing quotes.** I also have a focus on building key relationships across the business including external clients and contractors.

### My skills and experience include:

I am educated to GCSE standard in Maths and English (or equivalent) or working towards it.

I have customer service experience, excellent administrative, organisational and time management skills and I can work to strict deadlines.

I am flexible to adapt to department requirements, I am a good communicator and able to build relationships with a good telephone manner.

I am competent in Microsoft applications such as Outlook and Teams.

### The skills I will develop include:

Understanding and familiarity with a range of operational digital systems which will include a work scheduling system.



## Flagship Group Values:

