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| Job Title: | Operations Administrator |  | Department/Location: | Operations - Birmingham |
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| Reports To: | Senior Administrator |  | People Responsibility:  | Nil |
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| Main Purpose |
| To carry out the administrative duties within the distribution department and provide support to the Stock Manager. |
| Key Outputs |
| * To carry out driver de-brief.
* To accurately amend and despatch customer orders as and when required.
* To act as a first point of contact at reception.
* To carry out and maintain an accurate filing system for all relevant company documentation.
* To attend to all trade counter customers.
* To prepare trade counter orders and receive payment for trade counter sales from customers.
* To adhere to “Off licence” legislation whilst carrying out an “Off licence” sale.
* To support and cover for the cashier/administration assistant when required to do so.
* To ensure that the office environment is maintained in a safe and hygienic manner.
* To provide cover for Senior Administrator and other Admin employees when required (flexible).
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| KPIs |
| * Compliance with all company procedures
* Administrative Accuracy
* Operation Service Level
* Breakages
* 14001 & 18001 Conformity
* Assist in management and delivery of actual to budget performance on variable, fixed and admin costs.
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| Interfaces |
| **External*** Customers
* Recruitment Agencies
* Suppliers
 |  | **Internal*** Depot Team
* Customer Services
* Stock Control
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| Qualifications/Experience |
| * PC Skills – Microsoft Excel/Outlook/Access/Word
* Good communicator
* Investigative
* Numerate
* Administrative skills preferable
* JDE system knowledge preferable
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