**Position Title:** Business Operations Administrator

**Location:** Paradise, Askam-In-Furness, Cumbria, LA16 7HA

**Introduction:**

Furness Cars & Commercials Limited is a well-established and family run business operating over two premises and specialising in 24 hours roadside assistance and recovery of all vehicles. This includes attending incidents of varying nature and circumstances. In addition, the business operates a large service department providing service, repair, maintenance and MOT testing for cars, vans, light, and heavy commercial vehicles. The business is instilled with the mantle of operational excellence and seeks to continually improve the service it offers and the way they are delivered.

**Role Purpose:**

Reporting to the Control & Administration Manager, the purpose of this newly created role is to assist and support operational management and Directors in the smooth, efficient, and effective management and operation of the business relating to business compliance, quality, health, safety and environmental standards as well as human resources. The role will lead in developing and maintaining systems to provide senior management and Directors with information so project management skills will be fundamental to this role.

This role will also provide an element of personal assistant responsibilities and duties to company Directors.

**Key Responsibilities:**

- Support Directors and operational management with all levels of business administration, creating, maintaining, and developing systems which improve current systems and processes and creates a consistently efficient element of the business including the implementation of HR policy and operational project management.

- Assisting and supporting Directors and operational management with items including reporting, investigation and remedial action relating to customer and client queries, complaints and failures and implementing systems to record, report and monitor.

- Produce, review, and maintain systems within the business to promote compliance and efficiency and for data analysis via the production of reports for use by the Directors and operational management.

- Produce, review, and maintain a system to monitor accidents, incidents and near misses within the business including investigation, reporting and remedial action to prevent.

- Provide personal assistant responsibilities and duties to company Directors to assist and support in day-to-day tasks.

**Required Skills:**

- Ability to take ownership for tasks and responsibilities.
- Have excellent organisation and planning skills.
- Excellent time management and the ability to manage own workload.
- Excellent communication skills, with confidence both verbally, written and electronically at all levels.
- Proficient in Microsoft Office, Outlook, and general IT
- Calm and professional approach to tasks, projections and working situations with an element of problem solving and decision-making abilities.
- Strong background in business administration all varying levels with experience of office systems, data management and general organisation.
- The ability to see tasks and projects through from creation to completion, high level of accuracy and an eye for detail is required.

| Factor | ESSENTIAL | DESIRABLE |
|---|---|---|
| Education/Qualifications | • NVQ Level 3 in Business Administration or equivalent experience<br>• Good standard of numeracy and Literacy | • H&S training |
| Previous Experience | • A minimum of 2-3 year working in a busy office | • Some experience of HR systems |
| Skills, Abilities | • Excellent communication skills<br>• Organisation & Planning skills<br>• Accurate and good attention to detail<br>• Microsoft Office, Outlook & IT | • Customer service experience<br>• Understanding of Compliance<br>• Project Management skills |
| Attitude, Aptitudes, Personal characteristics | • Flexible and adaptable<br>• Able to deal with changing priorities<br>• A team player<br>• Displays levels of integrity, reliability, self-motivation and a positive attitude<br>• Completer/ finisher | • Happy working in a busy office environment<br>• Professional & confidential |
| Other Requirements | • Own car / own transport (due to location) | |

**Expected start date:** ASAP.

**Job Type:** Full Time / Permanent

**Particulars:** Monday to Friday 08:30 to 17:00
22 Days holiday plus 8 Bank Holiday.

**Location:** Askam-In-Furness