

Service Delivery Administrator - Job Description

Job Description and Person Specification

Job Title	Service Delivery Administrator
Department	Service Delivery
Location	Swanwick, Alfreton
Responsible To	Head of Service Delivery - Cherrelle Wright
Normal Hours	Monday to Friday - 0830 - 1700

The Role

This role requires accurate data entry and data transfer with a polite and professional telephone and email manner, as it does include direct interaction with end customers and suppliers. The purpose of the role is to schedule and book client collections and consumables and to ensure accurate forecasting. Acting as a liaison between all departments, ensuring client mailings are booked in seamlessly. This will require the co-ordination of various departments to meet clients agreed service levels on a daily basis and to monitor these on a mailing-by-mailing basis.

Key Responsibilities & Accountabilities

- Accurately scheduling (raising jobs) by input of data into Citipost portal - Zeus
- Data input re collection and consumables
- Reconciling customer consumable requests against consumable matrix for any disparities
- Correct any noticeable disparities by seeking advice from the relevant Account Managers
- Updating said schedules so they remain accurate
- Reporting to the Account Manager, Service Delivery Team of any issues, late collection/failures
- Liaising with suppliers to ensure service required is delivered as per SLA
- Liaising with suppliers to accommodate customer late request/amendments
- Create and maintain reports generated from in house systems
- Support Account Managers with any queries in relation to schedules/jobs raised
- Produce forecasting reports for Manager of Service Delivery
- Liaising with internal and external customers, through telephone/email.

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Person Specification

- Experience of using Microsoft packages i.e., Excel, Word, and Email to a high standard
- Attention to detail
- Appeasing telephone manner
- Ability to work both individually and within a team to support others
- Commitment to completing tasks to a high standard
- Approachable internally by other departments
- Build strong working relationships with internal and external stakeholders alike
- Passion to deliver a first-class service

