

Job Description:
Contract Support

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| Function: | Operations |
| Position:  | Contract Support Assistant |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Account Manager |
| Additional reporting line to: | Account Director |
| Position location: | Home based with ad hoc UK wide travel and overnight stay |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Ownership for the delivery of a proactive administration assistant function that supports the operational team to deliver Quality of Life services to our clients whilst remaining safe and compliant at all times
* Supporting the senior and operational management to track tasks manage and deliver day to day BAU and additional new projects from start to finish including initial and final presentation, diary management and meeting organizations for senior team
* A requirement will be to formulate data in the agreed format ready for presentation to the client and senior management along with structured variance report highlighting trends and one offs.
* Work with operations and contract HR lead to support the delivery of all aspects of confidential HR matters
* Support Account director and Account manager with ad hoc operational data collating requests and analysis.
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Characteristics  | * Ownership for the delivery of a proactive administration function that supports the operational team to deliver Quality of Life services to our clients whilst remaining safe and compliant at all times
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Account Director / ManagerContract Support Assistant Ops managers / Site leadsFrontline Staff |

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| 4. Accountabilities or “What you have to do” |
| * Manage work calls in a professional manner, join Teams/Skype meetings, take minutes and actions distribute to all relevant attendees, follow up action points.
* Manage diaries deconflict and organize meeting invites
* Collection and Collation of weekly performance reports from each unit including analysis, summary and remedial recommendations
* Assistance with billing and collation of monthly reporting packs including weekly trading analysis, summary and remedial recommendations
* Production of KPI documentation and performance reports
* Collation of Quarterly Reconciliation for senior leadership meeting
* Assisting with collation and audit reporting
* Manage / Co-ordinate key financial processes, ensuring consistency across the business and compliance with best practice
* Ensure all relevant managers HR and site files are up to date, for mid and senior management
* Produce client Dashboard report on a weekly/monthly basis
* Produce the financial and operational site newsletter on a monthly basis
* Produce monthly/ quarterly/ annually financial and operational information for the client review pack as requested by the Account Director / Manager
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| 5. Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”  |
| * Month end results produced on time each month end
* No audit issues at half end / year end
* Well managed deconflicted diaries for AD /AM

Fully prepared meeting agenda and minutes with presentation |

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| 6. Knowledge, skills and experience |
| **Essential*** Full understanding of importance of high confidentiality
* Strong practical operational knowledge
* A highly customer focused individual with a ‘can do’ attitude
* PC literate with experience in Microsoft office applications including outlook/word/excel/power point
* Ability to multi task, work with others and be a good listener
* Ability to prioritise work streams and demonstrate attention to detail
* Ability to work on own initiative and be reliable and trustworthy
* Flexibility that is focused to delivering exceptional customer service
* Ability to handle feedback in a calm, structured and professional manner

**Desirable*** Knowledge of EPOS Drive and Kronos
* Flexible approach
* Presentation Skills/ Client Liaison
* Management experience in team management / leadership / engagement
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| 7. Contextual or other information  |
| * To attend monthly senior team operational meetings
* To present and update within your remit and responsibility
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| 8. Management Approval – To be completed by document owner |
| Version Document Owner  |

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| 9. Employee Approval – To be completed by employee |
| Employee Name Date  |