

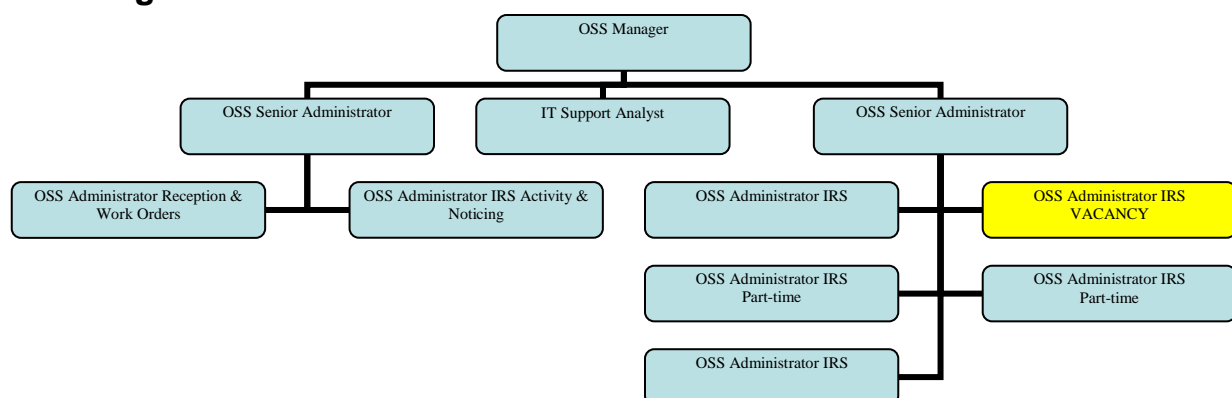
Job Description	
Job Title	Operational Support Services Administrator
Location	Ashton Vale, Bristol
Line Manager	OSS Manager
Revision Date	11/02/2010

Role of Operational Support Services (OSS)

OSS provide administrative support to the three operational areas of the company through the

- Prompt allocation of electronic job requests to help the company achieve contractual requirements for Service Delivery
- Processing completed work documentation within agreed timescales to ensure prompt submission of requests and invoices for payment
- Production of reports and analysis to allow appropriate monitoring of our Service Quality against BS EN ISO 9001:2008; BS EN ISO 18001:2007; and Service Level Agreements within our business contracts and internally.
- Presenting a good image of the company by providing courteous service to all customers and visitors who have contact with the company

OSS Organisational Chart



Role of Job Holder

The role of the job holder is to carry out the key duties assigned to them in a professional manner and within agreed timeframes to ensure OSS provides the required level of service to Telecoms, Network Delivery and Installations departments.

The job holder works as part of a multi skilled team of administrators who carry out a number of regular duties and various ad hoc work as required.

The job holder is a key interface between The company and its customers, and between OSS and field operatives in the dispatching of personnel to requested works and in the resolution of complaints

The job holder will transfer to other OSS Administrator duties from time to time to enable OSS to continue to provide an efficient service at busy times and during short periods of team member absence and to provide variation and training opportunities.

The job holder will from time to time also support the duties of their Team Leader at busy times and during short periods of the Team Leader's absence.

Duties of OSS Administrators

Typically, the duties allocated to an Administrator will include a specific set of Primary Duties which normally require action on a daily basis, together with a number of other duties as time allows

Primary Duties examples

IRS

- IRS and MDU Digital TV Installation Booking Services
- Production and delivery of Daily booking diaries
- Customer Satisfaction calls
- Logging and resolution of complaints
- Preparation and presentation of daily reports as directed by the OSS manager or team senior
- Management of maintenance trackers

Other Duties (typical examples)

- Accommodation Booking
- Internal Post Service
- Ad hoc typing of letters, manuals, policies
- MDU Signal Records sheets
- Procedure updates
- Weekly Bristol Office absence sheet
- Incoming Post preparation
- Board room booking diary
- Employee Skills records maintenance

Key Skills and Competencies

- Excellent Customer Service
- Excellent phone manner
- Processing Information Effectively
- Attention to Detail
- Flexible approach to changing needs of business
- Good Computer Skills in Outlook, Word and Excel
- Able to multi-task
- Ability to work alone under pressure and against demanding deadlines
- Strong negotiation skills
- Able to work with internal customers
- Experience of Process development (nice to have)

0845 833 8123



Hours of Work and Salary Range

Shifted hours between 08:00 – 17:00 (7.5 hour day with ½ lunch break) Mon – Fri.

Occasional Saturdays when required by business need paid at standard rate.

Salary Range between £13k – £14k dependant on experience