

# JOB DESCRIPTION

**JOB TITLE:** Administration Team Leader

**REPORTING TO:** Head of Sales and Marketing

**JOB SUMMARY:**

To supervise the daily operations of the administration teams across the group ensuring all agreed standards and SLA's are met. To co-ordinate and administer the work for the departments and be the technical lead for all processes and systems.

**KEY RESPONSIBILITIES:**

- To supervise team members, using formalised business processes, to deliver a cost-effective service in line with the standards defined by the relevant service agreement, team and personal KPI's,
- To supervise the team in line with agreed KPI's, SLA's and business expectations including agreeing any training needs,
- Embed, promote and support the use of technology into the service provision and propose continual improvements to the processes, systems and technology in order to improve the services and the profitability of the services,
- Be the first contact point for Umbraco, QOffice and EMS queries raised internally or externally,
- Technical lead to ensure the effective resolution for all errors,
- To manage, update and improve business processes according to the business aims and objectives,
- Answer incoming calls and forward to the department or advisor,
- Complete all administration processes for new and renewing clients and members including due diligence checks, ensuring clients and members have access to the range of services purchased,
- To assist the operational delivery team and new business development team with all administration and formatting requirements,
- Conduct onboarding of the Employee Management System (EMA) for new and retained clients,
- Coordinate and organise cover for holiday periods,