JOB DESCRIPTION

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title** | **Bookings Team Administrator** | **Reporting to** | **Bookings Team Leader** |
| **Department** | **Operations** | **Direct Reports** | NA |
| **Location** | **Office (Leeds)** | **Travel Required** | NA |

|  |
| --- |
| **About the Company** |
| NSI is the **‘Go To’** and **‘Market Leader’** for **‘Testing & Inspection’** in **‘Residential Housing’**. We ensure homes are safe by providing test and inspection services for electrical installations.  NSI is a fast growing entrepreneurial style company and are looking for an energetic, emotionally intelligent and driven individuals that can make a real difference to our people and our customers.  Change is constant at NSI, so being adaptable and engaging are key. |
| **The main purpose of the role is:** |
| To ensure the electricians diaries are filled with appointments to achieve maximum efficiency  To minimise lost and failed appointments through effective objection handling with occupiers and electricians.  To ensure the electricians are supported in delivering their appointments by dealing with home occupiers, landlords and estate agents  To ensure home occupiers are kept informed of appointments by using NSI systems  To ensure works orders are processed efficiently  To ensure that any follow up works required are planned in and delivered  To ensure any dissatisfied customers are registered on the customer complaints log  To ensure the processes and systems are used correctly |
| **The scope of the job** |
| * To ensure the appointments booked maximise the electricians working hours * To ensure all works orders are processed and delivered * To ensure follow up works are processed and booked correctly * Minimise lost appointments through objection handling techniques * Ensure cancelled appointments are replaced with alternative appointments where possible * To ensure routes are optimised to have most efficient drive time * To ensure KPIs are monitored and targets are hit * To ensure areas of too little or too much work are highlighted to the Bookings Team Leader |
| Key Metrics of the role are: |
| **Bookings**   * Number of jobs confirmed for week ahead to fill electrician diaries * Areas of workload either too low or too high managed effectively and communicated * Appointments saved by bookings team administrator * Ensure schedules are efficiently routed to minimise travel time * Process improvement ongoing to interact with customers, their clients and internal team * Ensure workload per team member is managed effectively |

|  |  |
| --- | --- |
| **Our VALUES – “G.R.E.A.T”** | |
| **Genuine** | We are **trustworthy, honest**, with **strong integrity**. We believe in **safety first**. We do not mislead anyone. |
| **Reliable** | We are **reliable**, we turn up **on time**, we **fulfil our commitments**, we don’t let people down, if we think we won’t make it we will let you know. **You can count on us** |
| **Excellence** | We strive to **be the best** at what we do, to always **find ways of doing it better**. We **take great care** to do our work well and ensure it is of **the right quality**. We **find ways to innovate** and excel. **We are experts** in what we do |
| **Attitude** | We are **professional, friendly, skilled, helpful, approachable, pro-active** and **considerate**. We take a **‘Can Do’ approach** to challenges and have a flexible and adaptable mindset to suit the needs of our team and our clients. |
| **Team Player** | We **are passionate** about being **successful as a team**, working together to reach our goals, able to collaborate with others, stick to our commitments, and ensure any issues are dealt with in the best interest for all. |

| **Competencies** | **Experience Essential or Desirable** |
| --- | --- |
| **Customer service / care**, dealing regularly with external customers ensuring they are satisfied with a positive service, capturing and responding to customer complaints with follow up actions | Desirable |
| **IT capabilities:** Capable at using Excel and looking through data, producing reports in Word or PowerPoint | Desirable |
| **Scheduling workload**, planning most efficient use of resource to maximise utilisation whilst ensuring customer experience is positive | Desirable |
| **Commercial orientation** Understanding and experience of commercial backgrounds and being part of a growing business | Desirable |
| **Positive**, outgoing, friendly personality, willing to engage all colleagues internally and all customers externally, always happy to pick up the phone or go and meet someone in person | Essential |
| **Autonomous** - Be willing to act autonomously with boundaries that can be developed / agreed / changed over the course of time. Happy to work in an environment that is always subject to change due to the growing nature of the business | Essential |
| **Communication** – a key aspect to the role is communication, internally and externally, including phone calls, emails and face to face meetings | Essential |
| **Motivation** – a motivated attitude is key to the role. Being motivated personally and motivating a team | Essential |
| **Teamwork** – a team ethic is key to delivery, as all elements of the business working well together will deliver the customer experience expected | Essential |
| **Administration** - administrative capabilities, organising and ensuring tasks are completed | Essential |

NSI JOB DESCRIPTION Acceptance Form

I confirm that I have received, discussed, understood, and accept a copy of the job description / specification attached to this form. (Please initial each page of the job spec)

I confirm I am happy to fulfil the current job specification **YES/ NO** (please delete / mark out)

I would like to discuss this further before signing **YES/ NO** (please delete /mark out)

I will commit to learn, adopt and fulfil the company values **(G.R.E.A.T.)** as outlined below.

|  |  |
| --- | --- |
| **NSI VALUES – “G.R.E.A.T”** | |
| **Genuine** | I will be **trustworthy, honest**, with **strong integrity**. We believe in **safety first**. I will not mislead anyone. |
| **Reliable** | I will be **reliable**, I will turn up **on time**, I will **fulfil our commitments**, I won’t let people down, if I think I can’t make it I will let you know. **You can count on me.** |
| **Excellence** | I strive to **be the best** at what I do, to always **find ways of doing it better**. I **take great care** to do my work well and ensure it is of **the right quality**. I **find ways to innovate** and excel. **I will be an expert** in what I do |
| **Attitude** | I am **professional, friendly, skilled, helpful, approachable, pro-active** and **considerate**. I take a **‘Can Do’ approach** to challenges and have a flexible and adaptable mindset to suit the needs of our team and our clients. |
| **Team Player** | I am **passionate** about being **successful as a team**, working together to reach our goals, able to collaborate with others, stick to our commitments, and ensure any issues are dealt with in the best interest for all. |

**Date:**

**Signature and Initial :**

**Name (Printed):**