



Job Description – Beauparc

Job Title	Maintenance Administrator
Reports to	Equipment Maintenance Manager
Business/Function	Equipment Team
Primary Location	Bromborough

Background:

This section should include an overview of the department/ team which the job role sits within and how it fits into the wider group structure. Reference to previous discussions can be made, explaining how the role has come about for example, growth, replacement, development etc, key business objectives and deliverables, cultural values, and relevant reporting lines etc all of which provide sound background information to describe the working environment and the role.

This role was based in Leeds and following the post holder's resignation it was agreed to relocate the role to Bromborough to work alongside the rest of the team.

Based at Head office in Bromborough, reporting to the Equipment Maintenance Manager and working closely with key suppliers/sub-contractors, In-house engineers, Customers and other remote members of the equipment team the Administrator will monitor the Equipment Help desk, co-ordinating and ensuring all engineers worksheets are received, checked, recorded and actioned in a timely manner.

Purpose:

The purpose provides a high-level overview of the role, explains the requirements and scope of the responsibilities for the job in the business. In 2-3 sentences state, 'why does the job exist?'

The Equipment team are responsible for ensuring that over 600 items of WHE, including Compactors, Balers and other specialised items of equipment and containers currently on customers' sites under fully inclusive rental contracts are maintained, repaired, and inspected as required, plus an additional 200 items of customer owned equipment that we maintain on their behalf, under contract.

The effective administration of this fleet is vital to ensure accountability, compliance, profitability and safety by ensuring that all work is carried out in a timely manner to an acceptable, safe and cost-effective standard, and that customer satisfaction is maintained, and expectations are met.

Key accountabilities:

Key accountabilities are the essential success factors and clear job outcomes that are specifically required by this job. 'What must this job accomplish? and how will they drive performance and engagement across the business?'. This section should be completed using bullet points and short/sharp sentences.

- Help Plan/monitor preventive maintenance schedules monthly to ensure that all WHE is maintained cost effectively, is compliant and safe to use with minimum downtime.
- Liaise with customers regarding maintenance and repair activities.
- Maintain accurate records of all maintenance activities.
- Respond to maintenance or breakdown requests and issues in a timely manner.
- Progress chase with Engineers and/or sub-contractors ensuring that communication with the customer is always maintained until resolved.

- Process engineers' worksheets and review for completion, first time fix, outstanding work and identification of further works required. Escalate where required.
- Arrange return visits, further works, including modifications, major overhauls, and refurbishments into the planning schedule.
- Arranging Permits to work and RAMS packages for customers
- Co-ordinate with vendors and contractors for maintenance services.
- Co-ordinate internal and external consumable sales (Baling wire internal bins etc)
- Co-ordinate with other departments to ensure smooth operations.

Areas of responsibility:

*This section brings to life the key accountability by providing specific examples of what the role is essentially responsible for, and the actions required. Include explanatory bullet points which tells the job holder **why, how, and where, or how often** the task and duties are performed. Focus on the outcomes of the tasks, which will also provide a flavour of the objectives that they will be set in the future. For example: Assigning work, supervisory responsibilities, financial targets, day-to-day activities.*

The equipment team has responsibility for a fleet of approximately 700 items of equipment, most owned by the company and growing at the rate of 100 per year, so this role has significant accountability. Currently local work is done in-House with "off-patch" work being sub-contracted, and the post holder must be able to effectively communicate with all levels including, site operatives, customers, technicians/engineers, suppliers and sub-contractors, some with high levels of technical knowledge, in a professional manner and with a focus on customer service and event resolution.

Develop relationships with Key customers, Account Mangers, and internal sales teams to support issues resolution and drive growth and provide a high level of support, in a confident manner, ensuring safety and compliance are always paramount.

Foster excellent working relationships with Key suppliers/contractors maintain our integrity and to ensure high levels of support when needed.

Ensure AMCS and other internal systems are updated correctly to deliver regular business critical reports and invoices.

Data entry accuracy, and an understanding of administrative processes are key skills required for this role.

Other tasks include:

- Production and processing of Training certificates
- Producing and processing Quotations
- Updating customer/supplier portals

Experience and Skills:

This section should include a list that defines the essential and desirable experiences, skills, and behaviours that we expect an applicant to have in their career history, including types of work and specific tasks a person has performed, or expectation to achieve if appointed, for them to be successful in this role.

It is important to include softer skills, often referred to as interpersonal skills, people skills, or non-technical skills, which are required in the job. For example, problem solving, ability to communicate effectively, good analytical skills, delivering results, a track record in achieving growth etc.

The ideal candidate will come from an industrial/Plant-hire/ waste management background with help desk experience and knowledge of maintenance requirements.

- Well organised, tenacious, resilient, and a problem solver. Must be able to work under pressure and deadlines.
- Excellent communications and customer service skills.
- IT literate. With ability to use computer-based systems e.g., Microsoft Office/CRM/ERP with excellent attention to detail.
- Excellent written and oral communications with the ability to communicate clearly and concisely at all levels,
- Must have a 'can do' attitude and be flexible, resourceful, and able to work on own initiative with rapid, clear decision making.
- Experience of Maintenance documentation, legal requirements and attention to detail.

Qualifications and Knowledge:

This section should specify any minimum qualifications required through study and training that are a pre-requisite for the role for example, through college/university levels of achievement or industry specific qualifications.

Include specific areas of knowledge gained through experience in previous roles or by working/ spending time within the required industry or sector etc. This can include knowledge taken from areas outside of the remit of the role that would bring value to the position, i.e., involvement in an advisory capacity or demonstration of working in social value environment.

Relevant knowledge and experience supersede specific qualifications as this is a niche position, but the candidate should have:

- Relevant Administrative experience
- Evidence of recent training /learning
- Experience of planning and organising maintenance tasks

Leadership Competencies:

The level should be chosen around the importance of the individual competency to the role...

Scoring guidelines: Very important (4), important (3), desirable (2) and not required (1).

These are generic competencies that are required for most leadership roles, rather than being specific ones for Beuparc as a business.

Leading the Organisation:

	1	2	3	4
Solving Problems and Making Decisions			X	
Managing Politics and Influencing Others		X		
Setting Vision and Strategy	X			
Managing Change			X	
Understanding Risks and Innovating				X

Leading Yourself:

	1	2	3	4
Displays drive and purpose to succeed			X	
Effective self-awareness			X	
Leads by example		X		
Understand development needs		X		
Demonstrates ethics and integrity			X	

Leading Others:

	1	2	3	4
Communicates in an engaging manner				X
Values diversity and inclusivity		X		
Builds and maintains effective relationships				X
Leads a team through engagement and trust		X		
Drives performance through involvement		X		

Beuparc aims to attract and retain a skilled and diverse workforce that best represents the talent available in the communities in which our assets are located and our employees reside.

(DE&I Policy Statement)