

Job Description

Business Administrator

RH03/21-



Position:	Business Administrator
Start Date:	March 2021 (subject to agreement)
Payment Scale:	RH-BAND3
Salary Range:	£18,500 – £24,500 (Depending on experience)
Employment Type:	Contracted
Employment Duration:	Permanent

About Renuvo

Operating from Tamworth in the Midlands, Renuvo are an established mechanical and electrical contractor whose market is mainly in the delivery of high-quality gas, oil and renewable energy 24hr maintenance and installation contracts to the public and private sectors. The company maintain over 10,000 domestic and commercial properties and install around 700 heating systems each year. These include conventional boilers as well as low-carbon technologies such as air and ground source heat pumps, biomass and solar technologies.

Creating a Sustainable Future

As an award-winning company, Renuvo has become an established name for quality and reliability within the M & E sector, particularly within the rapidly growing renewable energy market. Our values and vision are aligned with the Government's agenda to reduce greenhouse gas emissions by supporting our clients to seek alternative low-carbon means of heating and power. As a customer focussed organisation, we are firmly committed to embracing a sustainable future through investing in environmentally friendly digital infrastructures and renewable technologies. Working collaboratively with our stakeholders, clients and staff, we aim to revolutionise the way in which homes and businesses derive their heating and electrical consumption and maintain our lead in the delivery of new and emerging technologies.

Job Overview

This is a full-time job offering a negotiable salary, depending upon experience and competencies. Successful candidates will benefit from being part of a select team of professionals with opportunities to progress in their career.

You will be a key team member, working periodically from home and will be provided with a salaried income and a pension along with a number of other generous benefits. You will work on a range of term contracts, supporting colleagues who live and operate across the East and West Midlands.

Job Description

As a progressive business, we are looking to enhance our office-based customer service team with an experienced and competent *Business Administrator* who will work alongside our Installations and Contracts Managers to support with day-to-day planning, booking, allocation and financial processes of a variety of jobs across the company. The role will also provide support for our customer services team during peak times with the planning and scheduling of service and responsive repair work.

As an experienced administrator you will be capable of managing various roles across several parts of the company operations including finance, administration and inbound calls from our contract tenants and engineers to ensure that the company meets its access and compliance targets. An understanding of green technologies and an understanding of the gas heating industry would be advantageous but not essential. You will be using our company's property management system to facilitate day to day allocation of works, follow up appointments and input financial information where necessary.

Responsibilities

You will be responsible for:

- Planning engineers' schedules efficiently and passing job information via Renuvo's property management system
- Liaise with tenants and clients to ensure appointments / installations are confirmed and that the tenant is fully aware of any upcoming work being undertaken
- Ensure Renuvo's property management is kept up to date with relevant job information and an accurate record is maintained of each job
- Identifying parts from information sent through our engineer's hand-held devices from site
- Supporting management to order parts in a timely and cost-effective manner and ensuring that order numbers are property inputted into Renuvo's property management system.
- Raising purchase order numbers and inputting onto job information to ensure accurate costings
- Support our customer services team to ensure purchase orders are reconciled and parts are received/collected within key performance deadlines for our site engineers
- Where necessary, provide the relevant financial information to Renuvo's finance controller in order to ensure chargeable parts are invoiced in good time
- Support Renuvo's Finance team to ensure that van stock is ordered, inventoried and replenished to maintain van stocks for our reactive repair teams
- Support our customer services team in the planning, resourcing and allocation of jobs to engineers via our property management system, Callsys

Qualifications

- A minimum of 5 year's experience in business administration, ideally in the gas heating or facilities management sector
- A full, largely clean, drivers' licence
- Have at least two recent good references, one from a recent employer
- Preferably C or above certificates in English and Maths (GCSE / O Levels) or equivalent, depending upon training/educational background

Personal Qualities & Skills Required

- Full computer literacy with good administrative and numerical skills
- Hard working, innovative, mature minded and professional in their commitment to the success of our company
- Ambitious with a commitment to exceptional customer service
- Capable of working to deadlines under pressure
- Competent at multi tasking and good at problem solving
- Willing to periodically work outside of normal working hours (Mon- Fri)

Reporting to:

Graham Miles – Contracts & Compliance Manager

Closing Deadline:

12th March 2021

Shortlisting:

15th March 2021 with interviews via Teams 17th March

Interview

Please note that interviews will take place over Zoom or Teams in the first instance.

Please send your completed application to john.percival@renuvo.co.uk

If you have any questions, please call 01827 870 950