



Position: Operations & Resource Administrator

- Part-time post based within KRS Group.
- Probation period of three months
- This is a part-time post, however given the nature of the role may require some flexible working as determined by the needs of the business.
- Basic hours of work are 20hrs – 10.00am – 2.00pm Monday – Friday.
- Salary for this post is dependent on experience and on completion of probation
- The holiday leave year runs from 1 April to 31 March. Holiday entitlement for full-time employees is 20 days per annum, including three days between Christmas and New Year (pro-rata), plus statutory public holidays.

Overview

Reporting into the Operations Department, the Operations & Resource Administrator supports the management team for the successful planning, execution and delivery of technical services on all of our projects to meet client requirements. The role is to essentially support the smooth running of KRS Group on a day-to-day basis in an administrative capacity and as directed.

- Book rigging crew that reflect the client brief and requirement and maintain our reputation for a very high standard of delivery
- Maintain and update CRM system and maintain our contact database within scope of role
- Ensure compliance about ID, industry qualification and Insurance for freelance personnel
- Assist with reconciliation of job-related expenses and invoices
- To act as contact for clients by handling incoming resource requests for requirements via the telephone
- To complete crew requirements accurately and efficiently
- Liaise with the finance department to assist with quotations, invoicing, and credit control
- Ensure the compliance to client and company policy as well as adhere to strict deadlines / service levels
- Respond to and support customer requirements via phone and email
- Proactively follow up opportunities and leads via phone and email
- Respond to new enquiries, customers and referrals from suppliers
- Maintain a friendly and helpful service to our customers
- Build relationships with customers and suppliers
- Manage your own time and balancing your workload
- Work as part of a team to ensure the highest possible levels of customer service and exceed expectations at all times
- Prepare reports for management and internal documents as required
- Assist management and administration functions as appropriate

Skills Required:

- Ability to deliver excellent customer service through professional communication to a client base with very high expectations
- Be an articulate communicator, both verbal and written
- Be a creative thinker and problem solver
- Be able to work independently and multi-task
- Strong organisational and prioritising skills
- Ability to develop great relationships with Suppliers



- Maintain good interdepartmental communications between KRS Group personnel, the technical, and sales departments to ensure that all service provision is organised efficiently and effectively and first class standards of services are maintained
- To liaise with the appointed production management company to ensure client requirements are met
- To attend meetings as required to perform duties of the role
- To sustain a flexible and adaptable attitude to the work of the team in order to respond effectively to revenue opportunities
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills so as to improve the effectiveness and efficiency of service delivery
- To adhere to KRS Group's health and safety policy and observe a duty of care to other members of the team.
- To contribute to the success of the team in meeting the company's aims and objectives
- To undertake any other duty commensurate with this post as determined by the General Manager

Commitment

- An understanding of and personal commitment to the Vision and Values of KRS Group
- Commitment to and the flexibility to work hours as determined by the business
- Committed to on-going personal development and development of the Team
- Willingness to undertake appropriate training