

**Job title**

eProcure Administrator

**Company name and postcode**

365 Response Limited, WF4 5RA

**Job summary**

(Outline of the job description including key responsibilities and detail of the skills the young person will develop and details of homeworking. Please provide as much detail as possible Please do not use bullet points)

The Digital Marketplace Administrator will work under the direction of the Head of Operations.

The role entails managing transport requests from customers and assisting our providers through the onboarding process using our unique 365 Smart Platform.

Excellent call handling skills and appropriate email etiquette will be required for this role. Good communication is a key part of ensuring we work effectively with our customers and in line with our contractual requirements.

The ideal candidate for this role will be self-motivated and show a positive manner to deliver quality work and customer service.

This role is currently on a home working basis in line with our Home Working Policy. The Successful candidate may be invited to an office space that meets the government guidelines of office working under COVID-19 for induction, training and future meetings.

**Essential skills, experience and qualifications** (please do not use bullet points)

5 GCSEs, or equivalent at grade C or above including English and Maths.

Ideally the candidate will have had some experience in a customer focused environment and be able to deliver a professional, helpful telephone manner. The candidate must be computer literate and willing to use our online system to manage our workload. Previous experience of excel is preferred but not essential.

**Job category (DWP use only)****Number of hours per week**

25

**Working pattern and contracted hours** (including any shift patterns)

Flexible between Monday to Friday between the hours of 08:00 - 17:30

**Hourly rate of pay**

National Minimum Wage

**Details of employability support** (training opportunities/mentor)

Support will be provided by our 10 strong team. All work items will be fully explained and demonstrated alongside full written processes to assist the candidate with independent learning. The successful candidate will be integrated with numerous members of the team to learn different skills and topics.

**Closing date for applications**

30/05/2021