

**Job title**

Trainee Operations and Service Administrator

**Company name and postcode**

Manguni Makhosi Group, WF1 2EB

**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)

Responsible for the overseeing and coordination of with 11 of our BlueChip Clients their operational needs around the country. The operational requests are routed through the Online Platform/Service Centre. Ensuring operational requirements are met focusing on delivery to the pre-agreed contractual legally binding performance measures.

Trainee Operations Assistant Responsibilities:

Become a fully Trained Operations Assistant incorporating all the key accountabilities. Understand and comply with requirements as per Standard Operating Procedures (SOP) for service delivery.

Full utilisation of the operating (CRM) IT system and tools available and ensuring stakeholders use. Perform daily operational requirements ensuring service delivery, in line with the SOP and objectives/client needs are met on time.

Monitor Group Email for message management for service delivery.

Coordinate calls with Doctors, Nurses, Heads of Departments, and stakeholders to optimise their operations without any delays or additional costs.

Monitor local agency performance and where required ensure service delivery standards.

Stakeholder engagement and relationship building

Monitoring and compliance of KPIs and cost savings and recording the data.

Ensure compliance with the principal requests, procedures, and policies, working instructions and contractual requirements.

Work on call (Duty – AOH), on a rota basis

The post holder will carry out any other duties as and when required as requested by a line manager/management.

Adhere to all company/client processes, procedures, working instructions and policies.

Ensure 100% compliance in relation to Ethics Policy and UK Legal requirements

Ensure full compliance with the Management System

Document and report all staff incidents and arrange follow up interviews asap.

Taking action within area of accountability to ensure that job holders are clinical qualified, all compliance files are uploaded to the CRM/relevant IT systems and such that no persons/hospital staff/patients are failed by the job holder while at work

Trainee Operations will be trained to achieve the below benchmark standard that are expected as an Operator:

General administration - PC literate, including Word/Excel/Outlook

Ability to work individually and as part of a team on own initiative.

Learn and develop great good communications skills

Learn and develop great Customer Service skills in corporate environment

Learn and develop good time management, how to arrange meetings, memo, set agenda and develop your PowerPoint presentation skills

Learn and develop good understanding of commercial and stakeholder management

Further development includes being supported to complete the City and Guilds Skills for Work and Life Certificate,

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

No previous experience required all training will be provided  
Active management of requests of order and allocate to resources  
Able to liaise and coordinate with the operational admin team  
Monitor responses to messages, emails, what's app, text, social media  
Administration with the companies CRM System  
Ability to conduct good phone manner  
Work to time sensitive deadlines.

**Key Skills:**

Confident and assertive personality  
Open and approachable manner  
Highly driven and self-motivated  
Ability to work with no supervision whilst maintaining a consistently high standards  
Polite and friendly  
Must be highly organised with sound administration skills  
Excellent interpersonal and communication skills  
Good time-keeper  
A goal-orientated approach to work  
The ability to handle multiple priorities  
Problem-solving ability  
The ability to meet deadlines and targets  
Ambition and the determination to succeed  
Confidence and self-motivation  
Time management and organizational skills  
Team-working skills

**Qualifications and skills:**

All levels of education considered,  
Bonus if you further or higher education

**Benefits:**

All the training will be provided  
Professional work environment  
Apple Laptop and iPhone will be provided  
Vibrant team full of confidence, determination and the drive to succeed.  
Blended work pattern (Office and remote working)

**Job category (DWP use only)**

**Number of hours per week**

25 to 40 hour a week

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

flexible open every day of the week

**Hourly rate of pay**

up to £9.00 depending age and experience

