

# JOB DESCRIPTION – OPERATIONS ADMINISTRATOR

Revision: 1.0



## Reporting Line

The Operations Administrator will report directly to the Operations Manager.

## Location

Impact Subsea Ltd headquarters, Aberdeen Energy Park. There may be a requirement to visit suppliers, customers, conferences, exhibitions and other work locations.

## Role

To primarily work on delivering core administrative support focussed on the Service, Stores & Logistics departments, including managing filing systems, maintaining equipment records, and supporting other departments when required. It plays a key role in maintaining smooth and efficient office operations.

This role would suit a highly organised and proactive individual with excellent communication skills, possessing the ability to work independently, and effectively collaborate with colleagues. Experience in administrative support and a professional approach would be advantageous for success in this role.

This role directly contributes to ensuring compliance with key business processes, supports smooth day-to-day operations, and contributes to positive stakeholder interactions.

## Key Responsibilities

The Operations Administrator will be required to:-

- Keep filing systems well-organised and current, both digitally and physically.
- Answer and direct calls across the business, ensuring a professional and helpful first point of contact.
- Help liaise with customers needing to return equipment for the attention of the Service department.
- Create, update and review repair quotations for customers
- Follow up on outstanding Purchase Orders to ensure timely processing of Service and Repair activities.
- Update product records
- Support broader corporate social governance activities.
- Comply with management system procedures including health, safety and environmental requirements within the company.
- Convey a professional image of the company at all times.
- Carry out other tasks within the competence of the role and jobholder.

## Key Outcomes

- Filing systems are consistently maintained, accurate and easily accessible.
- Incoming calls are handled professionally and efficiently.
- Supplier records and ISO certification documentation are kept current, contributing to compliance and quality assurance.
- Additional administrative tasks are completed proactively and competently, supporting team and business needs as required.
- To assist in day-to-day business operations.

### Limits of Authority

Full responsibility for all operational activities within the philosophies and constraints laid out in the job description.

The company reserves the right to change activities listed, taking into account the job holder's qualifications and experience to enable the business needs to be met.

### Qualifications & Experience

Essential:

- Educated to secondary school level or above.
- Strong administrative abilities.

Desirable:

- Experience within a similar administrative role.

### Personal Attributes & Knowledge

Essential:

- Proficient in Microsoft Office suite.
- A proactive approach to dealing with challenges.
- Ability to work well in a team whilst also independently using own initiative.
- Good verbal and communication skills.
- Good organisational and multitasking skills.
- Strong attention to detail.

Desirable:

- Flexibility to travel to meet the requirements of the role.