



## Design Administrator

**Role Description:**

A busy and vital administration role supporting the Design team to ensure customer delivery expectations are met. Working closely with the design and distribution teams, this role provides excellent all round administrative support in managing the delivery of our products in a timely and efficient manner.

**Responsible to:** Commercial Fulfilment Supervisor

**A positive, organised individual who delivers exceptional customer experiences through the delivery stage of peoples journey with Nu-Heat. Thriving in a fast paced, team environment with the ability to communicate to different departments across the business and influence improvements always ensuring that the design team’s service remains the best in our industry.**

Key Responsibilities	Activities
<b>Main Administrative Duties</b>	<ul style="list-style-type: none"> <li>Liaise with customers to co-ordinate delivery of their goods</li> <li>Manage customer accounts and take payments</li> <li>Co-ordinate splitting deliveries as per customer requests</li> <li>Confirm pricing and goods supplied with customers and other stakeholders</li> <li>Communicate with stakeholders regarding delivery information</li> <li>Produce and despatch well-presented and accurate documentation</li> <li>Manage, print and process handover packs as necessary</li> <li>Send CAD layouts as and when required</li> <li>Answer external telephone calls</li> </ul>
<b>Secondary Administration Duties</b>	<ul style="list-style-type: none"> <li>Assist the design team with general administration</li> <li>Answer overflow line for external telephone calls</li> <li>Ad-hoc support for other Admin teams within the business</li> </ul>
<p><b>Other Duties:</b> <i>The list of job duties within this description is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.</i></p>	<ul style="list-style-type: none"> <li>To participate in the company’s PDR process</li> <li>To undertake relevant staff development/training.</li> <li>To be responsible for the health and safety of self and others.</li> </ul>
<b>Key Skills &amp; Knowledge:</b>	<ul style="list-style-type: none"> <li>Self-motivated &amp; committed</li> <li>Strong customer service focus</li> <li>Focussed on continual improvement</li> <li>Diligence in maintaining and creating accurate company records</li> <li>Excellent IT literacy</li> <li>Able to work in a calm and methodical manner</li> <li>Able to work on your own initiative without supervision</li> <li>Flexible and adaptable to the needs of the business</li> </ul>