



Operations Administrator Person Specification

CATEGORY	ESSENTIAL	DESIRABLE
APPLICATION	Completed application form and detailed personal statement indicating employment history, previous experience gained and suitability for this role.	
QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE	- Proven experience in an operational administration role, with the ability to manage a varied workload accurately and independently. - Experience supporting finance administration, such as sales invoicing, purchase orders, credit control activity or ledger accuracy. - Experience handling customer, supplier or internal communications professionally, including calls, emails and routine correspondence. - Experience maintaining HR records, including absence logs and training registers. - Experience maintaining compliance or statutory records, such as calibration logs, PAT testing records or tooling registers. - Good working knowledge of Microsoft Office (Outlook, Word, Excel) and the ability to learn new systems quickly. - Sound understanding of UK GDPR and commercial confidentiality requirements. - NVQ Level 2 in Business Administration or equivalent experience to the same standard.	- Experience in an engineering, manufacturing or technical services environment. - Experience supporting production planning or stock management activities. - Experience using business management, finance, CRM, ERP or stock control systems. - Higher-level qualification in Business Administration or a related discipline.
SKILLS AND APTITUDES	- Strong written and verbal communication skills, with the ability to correspond professionally with customers, suppliers and colleagues at all levels. - Numeracy and accuracy sufficient to support finance functions including invoice processing, credit control and record management. - Able to prioritise competing demands and manage a fast-moving workload without close supervision. - Able to supervise, support or coordinate the work of others, with the confidence to delegate tasks appropriately and maintain quality standards. - Understanding of order processing, stock management and production coordination in an operational environment.	
PERSONAL ATTRIBUTES	- Self-motivated and proactive; takes ownership of the administration function and acts without waiting to be directed on routine matters. - Diligent and accurate; applies consistent attention to detail across all tasks, particularly in record-keeping, documentation and financial administration. - Trustworthy and discreet; handles sensitive commercial and HR information with the appropriate level of confidentiality. - Collaborative and approachable; works constructively across departments and with colleagues at all levels, adapting communication style to suit the audience. - Well organised with a calm and proactive approach; dependable, reliable and able to work effectively under pressure. - Demonstrates honesty and integrity in all dealings, acting ethically even when unobserved.	
WORKING CONDITIONS	The Operations Administrator is primarily office based at Gilligan Engineering Services, Prudhoe. The role involves regular use of office equipment and computer systems. The office is situated on the first floor. The role is varied, spans multiple functions, and will develop with the business. Occasional flexibility in working hours may be required to support operational demands.	