



Job Title	Operations Administrator Full-time (37.5 hpw) Monday to Friday, Permanent, On-site
Report To	Managers
Location	Prudhoe
Eligibility	Must live and be eligible to work in the UK

About the Company

Gilligan Engineering Services Limited specialises in engineering services, technical support and practical solutions for customers across a range of industrial sectors. Based in Prudhoe and operating as part of the Fairley Gunn Group, Gilligan has built its reputation on reliability, responsiveness and long-standing customer relationships. We support customers by keeping work moving, solving problems properly and maintaining high standards in the detail that matters.

Due to the ongoing needs of the business and the importance of strong operational support, we are looking for an experienced Operations Administrator to join the team. This is a key role within the business, supporting customer orders, production coordination, finance administration, compliance records, HR record-keeping and day-to-day communication.

To be successful, you will be organised, accurate and proactive, with the confidence to manage a varied workload and keep people informed. You will take pride in getting the detail right and helping the wider team work efficiently.

Gilligan Engineering Services is part of the Fairley Gunn Group and shares the Group vision:
To Champion & Support British Manufacturing.

Our core values are what set us apart and bring us together:

Frictionless | Dependability | Responsiveness | Simplicity | Relationships

About the role

We are looking for an experienced Operations Administrator to join Gilligan Engineering Services, part of the Fairley Gunn Group.

This is a broad and varied role at the heart of our day-to-day operations. You will support order processing, customer communication, production coordination, finance administration, HR record-keeping, compliance records, stock ordering and general business administration.

You will also supervise one Administration Assistant, so the ability to delegate effectively, maintain standards and keep the wider administration function running smoothly is important.

What you will be doing



In this role, you will:

- Process customer orders from enquiry through to dispatch, ensuring records and documentation are accurate
- Prepare and maintain job files and associated paperwork
- Log customer enquiries and support quotation processing
- Keep customers updated and ensure correspondence is handled professionally
- Support production planning by coordinating with managers and team members
- Raise sales invoices, process purchase orders and support credit control activity
- Maintain accurate HR records, including absence logs and training registers
- Maintain compliance records, including calibration logs, tooling registers, PAT testing records and other time-limited records
- Monitor upcoming expiries and renewals, ensuring the right people are notified in advance
- Manage stock ordering for consumables and non-saleable items
- Handle incoming calls, emails, post and general correspondence
- Support managers and directors with general administration, travel, accommodation and visitor arrangements
- Supervise and support the Administration Assistant, including task delegation and quality oversight

What we need from you

We are looking for someone with:

- Proven experience in an operational administration role
- Experience working in engineering, manufacturing, technical services or a similar environment would be advantageous
- Experience supporting finance administration, such as invoicing, purchase orders, credit control or ledger support
- Strong organisational skills and the ability to manage a varied workload without close supervision
- Good attention to detail, particularly with records, documentation and financial administration
- Good working knowledge of Microsoft Office
- An understanding of confidentiality, UK GDPR and handling sensitive information appropriately
- NVQ Level 2 in Business Administration, or equivalent experience
- Some experience supervising, coordinating or supporting the work of others would be beneficial

What kind of person fits this role

You will suit this role if you are proactive, organised and confident taking ownership of your work. You will be someone who spots what needs doing, follows things through properly and keeps accurate records without needing to be chased.



You will be approachable and professional, able to communicate well with customers, suppliers, colleagues and managers. You will also be comfortable handling confidential information and working across different areas of the business.

Why join us

This is a key role within a busy engineering business where no two days are the same. You will have the opportunity to make a real impact by keeping operations, administration and communication running smoothly across the business.

Benefits

The successful applicant will benefit from:

- 32 days annual holiday
- A development and training plan tailored to your role and strengths
- Family friendly working conditions
- Salary range £28,000-£32,000 depending on experience

Applicants must be currently resident in UK, have right to work in UK and be able to provide a satisfactory DBS.

Gilligan Engineering Services Limited is an equal opportunities employer and welcomes applications from all suitably qualified and experienced people regardless of gender, marital or civil partnership status, sexual orientation, colour, race, ethnic origin, religion, disability or age.

A full job description, application form and person specification are all available electronically at <https://fairleygunngroup.com/careers>. No telephone calls please.

To apply please complete the application form and use the personal statement section to outline details of why you consider yourself suitable for the role including stating any skills, knowledge and/or experience which are relevant to the role.

Working for Fairley Gunn Group you will be part of a company committed to growth and future success demonstrated by:

- Year on year growth in turnover – thereby securing future business prospects
- Personal development for the workforce – creating continuous learning opportunities
- ISO9001:2015 Quality Standard – giving our customers confidence in our quality products

You will join a team that have:

- an impressive portfolio of projects delivered throughout the UK
- a core workforce of skilled people
- a vision for future growth and development
- a team dedicated to providing “total solutions” to our customers

Recruitment Agency Notice - We are not accepting unsolicited CVs from suppliers we have not appointed in writing. We explicitly reserve the right to add candidate details from unsolicited CVs to our own candidate database and to pursue/hire such candidate(s) without any obligation, financial or otherwise, to the agency concerned.