

Job Vacancy Specification



Job Title: Business Administrator
Type: PART-TIME, 10am-3pm Mon-Fri, with potential for future expansion
Salary: Part-time £14,000 pa (equivalent to full-time £23,400 per annum)
Location: Ridgeon Network Ltd Office – Nr. Lutterworth/Rugby (LE17 5BH)
Posted: 15 March 2023

About Us

Ridgeon Network Ltd is a Leicestershire based IT business providing secure data storage, data transfer and server hosting services to businesses. We pride ourselves in providing a high level of reliability, knowledge and customer service by running our own servers and network infrastructure in UK-based data centres.

Role Purpose

The purpose of this role is to support the day-to-day administrative requirements of the business and assist the Managing Director with their role.

As a key member of the team, you will need to have experience in the 'Essential Skills' listed in the table below.

Person Specification

ESSENTIAL Skills	Preferable Skills
Professional and friendly manner Microsoft Office (Word, Excel, Outlook) Billing & Invoice Administration Contract management Maintaining records Researching subjects online / finding answers High level of customer service	Administration experience in the IT industry Experience maintaining ISO documentation Xero online accounting software

Key Responsibilities

1. General invoice, billing and purchase administration
2. Chasing payment on late invoices
3. Assisting clients with administrative or billing requests
4. Creation and management of customer contracts and quotations from templates

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5. Email, telephone and postal communications with clients and suppliers
 6. Escalation of requests to relevant members of the team
 7. Maintenance of ISO documentation relating to our ISO27001 and ISO9001 certifications
 8. Working with accountants to resolve issues / answer queries
 9. HR administration (payslips, holiday, expenses requests)
 10. Maintaining and keeping information up to date, such as customer records
 11. Assisting the Managing Director with administrative tasks
 12. Organising assets and office
 13. Organising deliveries and collections

Qualifications and experience

- High level of experience in ALL the 'Essential' skills listed.
- An understanding and appreciation of the importance of critical IT systems and their role in business. You do not need to have an IT background but an understanding of the industry will be advantageous.

Knowledge and skills

- High competency and experience in
 - o Excellent and professional customer service at all times
 - o Using initiative keep the business operations running smoothly
 - o Knowing when to ask for help
 - o Prioritising work and dealing with urgent requests/tasks as required
 - o Basic book keeping relating to invoicing and purchasing
 - o Maintaining accurate and up to date records
 - o Learning about business processes to assist with task allocation to other staff
- Whilst the above knowledge is required initially, you should be willing to learn new skills and use different/new systems as required as part of your role.
- Understanding the importance of system and service reliability, security, client satisfaction, business reputation and client working relationships.
- Ability to manage own varied workload, prioritise accordingly and meet deadlines.
- Excellent verbal and written communication skills.
- Ability to effectively interact with and respond to a wide range of people including colleagues, suppliers and clients.

Personal qualities

- Very reliable, punctual and a high level of integrity.
- A professional approach to business whilst being friendly and enjoying your work.
- High level of personal drive and determination.

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- Willing to share knowledge and make suggestions on improvements and new service offerings to widen Ridgeon Network's portfolio.
 - Able to work to own initiative.
 - Able to think creatively and solve problems.
 - Flexible in working methods, ideas and constraints.
 - Happy to share new ideas and productivity/service improvement opportunities.
 - Team player and collaborative approach to work.
 - Enthusiastic and able to motivate others.

Special circumstances (rare occasions)

- Prepared to occasionally work outside of normal hours.
- Prepared to travel and/or spend an occasional night away from home for off-site work.

Information Security

- Due to the company's Data Storage and Development activities, as a term of employment you will be required to sign a Non-Disclosure Agreement.

Working Hours and Holiday

Hours of work

Minimum of 22.5 hours per week. Normal working hours are 10:00 to 15:00 Monday to Friday (with 30 mins lunch). Hours could be changed to 09:30 until 14:30 if preferred.

Annual leave

28 days pro-rata annual leave, including bank holidays.

How to apply

Please send your CV and details or relevant experience by email to jobs@ridgeonnet.com.

Thank you for your interest.