

Job title:	<b>Business Administrator</b>
Reporting to:	<b>TBC</b>
Salary:	<b>£24,500</b>
Job location:	<b>Dundee</b>

Principle Responsibilities	<ul style="list-style-type: none"> <li>• To support in all areas of the back-office systems, ensuring that the data within is correct, and outputting information in line with agreed processes and procedures.</li> <li>• To engage directly with customer and driver accounts to ensure that data and information stored is correct and up to date.</li> <li>• To support the finance department with their day-to-day core data requirements and tasks.</li> <li>• To be a point of contact for customers and internal teams when information from the back-office systems is required.</li> <li>• Proactively monitor the networks and data integrity to ensure the highest level of data is provided at all times.</li> <li>• Work with management to prioritize business and information needs</li> <li>• Locate and define new process improvement opportunities</li> </ul>
Key Tasks	<ul style="list-style-type: none"> <li>• Export, analyse and produce SLA data to meet contractual requirements for key customers.</li> <li>• Export, analyse and provide reports using data from multiple systems to help support the wider team to identify trends and potential issues.</li> <li>• Using statistical tools to identify, analyze, and interpret patterns and trends in complex data sets that could be helpful for the diagnosis and prediction</li> <li>• Support the Network Manager and wider Operational and Account Management teams with key back office system data.</li> <li>• Provide support to the finance department when host issues are escalated.</li> </ul>
Skills Required	<ul style="list-style-type: none"> <li>• Proficient in multiple data manipulation environments eg. Excel, SQL, Microsoft Dynamics and other platforms for data analysis and reporting.</li> <li>• Exceptional written and oral communication is a must. This role will involve regular engagement with customers, members of the public and internal teams members.</li> <li>• Knowledge of Data Visualization software</li> <li>• Ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy</li> </ul>
Qualifications and Experience	<ul style="list-style-type: none"> <li>• Whilst the role does not directly require any key qualifications, the ability to input, control and analyse data does form a core base for this role. The candidate must be able to work on their own and produce results based on their own investigations and knowledge.</li> <li>• Having exceptional attention to detail is key in this role and being able to communicate effectively for others to easily understand the output.</li> </ul>

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<p>Supporting Roles and Responsibilities</p>	<ul style="list-style-type: none"> <li>To provide wider day to day data and reporting support for other areas of the business, these include (but are not limited to) The Account management/sales team, the Projects team and the Finance department.</li> </ul>
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The above lists are intended to be neither exhaustive nor exclusive. Given the size of our company and the nature of our operations, it may be necessary from time to time for personnel to step outside their defined role in order to address the immediate needs of the business.