

**JOB TITLE: PROJECT ADMINISTRATOR**

**ACCOUNTABLE TO:**

Project's Manager

**JOB DESCRIPTION – Key Purpose of Role:**

To assist in the delivery of both discreet projects and clearly defined business streams by understanding the customer's requirements and working cross functionally with all relevant departments to achieve them.

**VALUES:**

To be guided in all actions by a commitment to Box Values, acting with professionalism and integrity at all times with the dedication to achieve the best possible results for our customers.

**DUTIES / KEY TASKS:**

**1. To assist in the co-ordination of the delivery of Projects**

Knowledge & Understanding

- Understands general project principals
- Good working knowledge of company IT systems
- Excellent understanding of the processes, policies and standards required
- Sound product knowledge
- Understands work flow concepts
- Has an understanding of commercial principles

Skills

- Works to key project requirements in order to deliver success
- Resolving of day to day problems and issues
- Communicates externally and internally in an appropriate and timely manner in order to ensure customer satisfaction
- Prioritising own workload & good time management, seeking guidance as appropriate
- Co-ordinate some 3<sup>rd</sup> party resources as requested to ensure that a satisfactory service level is achieved
- Provides constructive feedback to management as necessary
- Works positively and effectively in a changing environment
- Gives relevant and accurate updates on progress when requested
- Learns from experience; implements remedial action to improve future delivery

**LEVEL OF AUTHORITY**

Communicates effectively at all levels, liaising with appropriate individuals to understand requirements. Escalates critical issues in a timely and effective manner.

**2. To assist with the delivery of specific business streams**

<p><u>Knowledge &amp; Understanding</u></p> <ul style="list-style-type: none"> <li>▪ Understanding of mapping business requirements</li> <li>▪ Knowledge of the principals of functional work delivery processes</li> <li>▪ Good working knowledge of company IT systems</li> <li>▪ Knowledge of HR processes</li> <li>▪ Excellent understanding of the policies and standards required</li> <li>▪ Sound product knowledge</li> <li>▪ Understands work flow concepts</li> <li>▪ Understands line management principals and requirements</li> <li>▪ Has an understanding of commercial principles</li> </ul>	<p><u>Skills</u></p> <ul style="list-style-type: none"> <li>▪ Assists with the delivery of plans to meet business needs</li> <li>▪ Resolves day to day issues referring more complex problems to relevant manager</li> <li>▪ Communicates effectively both externally and internally in an appropriate and timely manner</li> <li>▪ Prioritises own workload &amp; good time management; seeks guidance when necessary</li> <li>▪ Provides constructive feedback to management as necessary</li> <li>▪ Works positively and effectively in a changing environment</li> <li>▪ Gives relevant and accurate updates on progress when requested</li> </ul>
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**LEVEL OF AUTHORITY**  
Communicates internally at all levels, liaising with appropriate individuals to resolve both day to day queries and improve delivery  
Refers uncommon or more complex problems to line manager.

**3. Understand and apply the appropriate processes, policies and standards within the company management systems**

<p><u>Knowledge &amp; Understanding</u></p> <ul style="list-style-type: none"> <li>▪ Excellent understanding of the processes, policies and standards required to perform at a satisfactory standard</li> <li>▪ Overall knowledge of the Management System</li> <li>▪ Good working knowledge of Access Dimensions and CRM</li> <li>▪ Aware of the company H&amp;S Policies and procedures</li> <li>▪ Understands the company HR Policies and procedures</li> </ul>	<p><u>Skills</u></p> <ul style="list-style-type: none"> <li>▪ Creates and follow work instructions</li> <li>▪ Recognises areas for improvement (not necessarily specific to individual responsibilities) and feedback to manager</li> <li>▪ Deals with complaints in a timely and effective manner</li> <li>▪ Responds to non-conformance observations positively and implements the necessary corrective actions</li> <li>▪ Maintains accurate and up to date records as required</li> <li>▪ Adheres to H&amp;S and HR policies and procedures, recognising individual responsibilities</li> </ul>
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**LEVEL OF AUTHORITY**  
Takes ownership for own actions. Seeks guidance and support from HR and Management as required.

**This Job Profile is not definitive and includes the necessity to carry tasks and duties fully as detailed in Box Technologies Management System and to carry any other duty that may be required in addition to those detailed that support the Company in delivery of its Business Plan**

EXPERIENCE:	
<p><u>Essential</u></p> <p>Educated to GCSE grades A-C (including English Language)</p> <p>Sound administrative experience</p> <p>Knowledge of Retail/Hospitality /banking</p> <p>Evidence of problem solving and issue resolution within a previous role</p>	<p><u>Desirable</u></p> <p>Some Project delivery experience</p> <p>Formal Project qualification</p>

ATTRIBUTES:			
<p>Displays thought leadership</p> <p>Goes the extra mile; committed</p> <p>Can do mentality</p>	<p>Displays sound business ethics</p> <p>Open to ideas and recognises opportunity for improvements</p> <p>Strives for excellence in service and delivery</p> <p>Focuses on results and delivery whilst recognising value for money</p> <p>Can implement business decisions with energy and commitment</p>	<p>Proactive and supportive</p> <p>Team player</p> <p>Flexible and approachable</p> <p>Presentable and personable, shows self awareness</p>	<p>Confident &amp; Outgoing</p> <p>Determined &amp; Resilient</p> <p>Works well under pressure</p> <p>Uses initiative &amp; applies common sense</p> <p>Quick Learner</p> <p>Organised and methodical</p> <p>Conscientious</p> <p>Sense of humour</p>

INDUCTION TRAINING					
Company/Systems Awareness		Function Awareness		Product Awareness	
	<i>Duration:</i>		<i>Duration:</i>		<i>Duration:</i>

**BT-1011-a  
JOB PROFILE**



Generic Induction Programme		Finance		General Overview	1 hour
Telephone Training		Customer Service		J2	
SuperOffice Six		Warehouse		Metrologic	
Management System		Purchasing		Cash Bases	
Personnel Manager		Sales		Media Tile	
IT/Sharepoint		Marketing		Self Service	
Access Dimensions		Production		4 Pos	
RMA		Projects		Fujitsu	
Customer/Client Awareness		Technical Support		Bpad	
		HR		Epson	
				Motion	
				Elo	