



JOB DESCRIPTION/PERSON SPECIFICATION

A	POSITION DETAILS
	DIVISION: Municipal
	JOB TITLE: Contract Administrator REPORTING TO: Contract Manager
	GRADE: 13

B	JOB PURPOSE
	To provide an efficient and effective administrative support service to the operation of a contract.

C	KEY RESPONSIBILITIES
	<ul style="list-style-type: none">• To ensure established administrative processes and procedures are followed consistently and accurately.• To provide day-to-day administrative support to the employing Municipal contract• To ensure effective and professional administration to support the efficiency of the contract and service to the client• To provide a professional and helpful first point of contact for external and internal enquiries• To liaise with customers, suppliers and colleagues to resolve their queries referring matters to line manager as appropriate.• To identify and implement improvements to administrative systems as agreed with line manager.• To ensure completion, recording and filing of all documentation associated with the running of the Contract so that it is available for retrieval as required.• To ensure that all data is recorded on SUEZ IT systems and databases to maintain accuracy and completeness of information stored on information systems. Where appropriate use of SUEZ IT systems to accurately record and retrieve information for monitoring and reporting purposes.• To notify line manager of any areas of incompleteness in the Contract's document records.• Any other duties that are reasonably requested within the scope of the job-role.



D CORPORATE RESPONSIBILITIES

In line with SUEZ’s Health and Safety Policy the job holder is expected to;

- Take reasonable care of his/her own health, safety and welfare and that of other people who may be affected by his/her actions or omissions.
- To co operate with SUEZ and with other employees in order to comply with health and safety law and SUEZ’s Health and safety Policies and Procedures
- Not to misuse or interfere with, intentionally or recklessly, anything provided in the interests of safety.
- To ensure that within his/her areas of responsibility, SUEZ complies fully with its legal duties in respect of the health, safety and welfare of its employees and of other people who may be affected by his/her actions or omissions
- To ensure that the responsibilities commensurate with his/her role as laid out in the Health and safety policies and Procedures are fully met.

In line with SUEZ’s Values and Ethics Charter the job holder is expected to ;

- Act in a honest, responsible and respectful manner to others
- Be responsible for their own professional conduct
- Comply everywhere and in all circumstances with the laws and regulations connected with their activities
- Comply with our obligations to our partners such as shareholders, associates, clients, suppliers and the community

E. GENERAL CRITERIA (ESSENTIAL & DESIRABLE)	CRITERIA RATING 1 = LOW 5 = HIGH
KNOWLEDGE/QUALIFICATIONS/TRAINING/SKILLS & EXPERIENCE:	
Educated to GCSE level	5
Advanced IT skills	4
Administration experience	4
Experienced in the use of MS Office and database maintenance	4



F. KEY COMPETENCIES & ATTRIBUTES	MINIMUM ESSENTIAL RATING
SERVICE TO THE CUSTOMER/COLLEAGUE:	
Is this person passionate about personally 'understanding the customer' and meeting their needs?	4
COMMUNICATION EFFECTIVENESS:	
Does this person communicate to all appropriate people in an appropriate manner?	3
PROBLEM SOLVING:	
Can this person recognise a problem and decide what to do about it?	3
QUALITY OF WORK:	
Does this person run his/her job in a manner that complies with all operational standards both internal and external?	4

The contents of this job description reflect the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of this Job Description/Person Specification at its discretion.