

job description



Position title	Business Assistant
Date	January 2020
Line Manager title	Samantha Newton, Contract Administration Manager
Grade	12

Purpose

To provide generic administrative and financial support to the GMCA contract. To assist the in management of the GMCAs customer communications procedures.

Assist in the compilation of reports to the GMCA and provide support to the local teams based at Higher Swan Lane in Bolton. This include Operations, Contract Data, Financial and Communicaitons teams.

Key responsibilities

- Provide support to Regional team in operational activities to maximise the performance of the business.
- Provide administrative and financial support to the Regional team.
- Assist in the resolution of queires from the client (GMCA) and third parties.
- Liaison with GMCA, and other key partner as necessary, and assisting with query resolution.
- Manage projects/tasks on behalf of the Regional team that will improve the efficiency of the business.
- Work with local operations teams to co-ordinate production and distribution of reports/data submissions internally and to external stakeholders. These will include production, logistics and financial data to track performance.
- Assist in the production of monthly and annual GMCA reports.
- Assist the business to meet internal and external performance standards, specifically those relating to data accuracy and contract reporting.
- Ensure the business portrays a professional image to all internal and external customers and stakeholders. This will include support in regular contract review meetings.
- Maintain an open constructive relationship with operations and finance teams, in order for business to achieve its key targets throughout the year.
- Utilise the whole regional team appropriately so as to develop your capability and assist the team's achievements
- Support the business in order to maintain and improve standards in line with SUEZ Business Systems
- To assist with the administration and reporting of contract performance. Assist in budget and forecast preparation.
- Work alongside the opeations and finance teams to support and develop a better understanding of performance targets in the GMCA contract.
- To develop an understanding of SUEZ Business Systems to devise a monitoring process for this are of the business.

Skills

- IT Skills – Word, Excel, PowerPoint, Outlook, Internet, Lotus Notes, Financial Systems
- Financial Awareness including forecast and budget knowledge
- Experience of financial administration
- Significant customer service experience
- Experience in working with major clients
- Problem solving ability
- Excellent communication skills
- Knowledge of waste management industry

Behaviours

- Professionalism in all communication.
- Relationship building
- Decision making

Knowledge

- Knowledge of the waste industry.

Specific candidate requirements

- Ability to work both as an individual, capable of producing work to a deadline
- Ability to work with other teams within SUEZ to deliver the contract targets
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Qualifications

- Equivalent of grade A-C in GCSE Maths and English Language

Please note: The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.