

<b>Job Title</b>	Administration Assistant – Connections, Acceptances
<b>Reports To</b>	Network Support Assistant
<b>Grade</b>	Grade 2
<b>Purpose</b>	To provide a range of administrative assistance to Acceptance Team processes and contribute to the achievement of department and business objectives
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Operate office systems, process documents, maintain accurate records and access information in support of departmental activities</li> <li>• Process customer payments using telephone payment portal</li> <li>• Provide administrative support and assistance in providing an efficient and effective service to contribute to the achievement of Departmental objectives.</li> <li>• Resolve enquiries from both internal and external parties, providing written, face to face or telephone responses as appropriate</li> <li>• Promote the philosophy of team working and development across all Connections activities to achieve business objectives and improve performance, and provide a customer orientated Connections operation, meeting standards of service and exceeding customer's expectations.</li> </ul>
<b>Technical Know-How &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Good SAP, CRM and Microsoft Office skills</li> <li>• Knowledge of appropriate legislation, policies, and procedures</li> <li>• Excellent communication and Organisational skills</li> <li>• A positive attitude and the ability to operate individually and as part of a team</li> <li>• Ability to adapt to unexpected and varied circumstances</li> <li>• We would like you to have a high standard of keyboard skills</li> </ul>