



Administration Assistant

ROLE SUMMARY

Are you a friendly, organised individual with a knack for connecting with people and keeping things running smoothly? Join our expanding administration team.

Please note this is an office-based, full-time position. Monday – Friday, 8.30 to 5pm.

This role combines accounts, purchasing, and general administration responsibilities, requiring strong planning, coordination, and communication skills across all levels to maintain office efficiency. If you thrive in a busy environment, excel in organisation, and enjoy taking ownership of your work, this opportunity is perfect for you.

Prior experience isn't essential, as full training will be provided. However, a willingness to learn, a strong commitment to confidentiality, and high attention to detail are key to success in this role.

As a vital member of our growing team, you'll demonstrate proficiency in meeting deadlines, managing your own workload, and supporting colleagues to achieve team goals.

MAIN SCOPE OF ROLE

- Provide a wide range of clerical and administrative support to ensure departmental efficiency.
- Handle incoming calls, take messages, update the company call logging system, and direct calls appropriately.
- Monitor and update client contacts, taking necessary actions as required.
- Monitor internal ticket logs, checking daily reports and reporting any issues to management, ensuring company expectations are maintained.
- Assist the accounts department with clerical and administrative tasks, maintaining accurate and up-to-date records.
- Generate invoices from various reports and ensure timely receipt of payments.
- Update internal systems to ensure accurate record-keeping of all billed and paid jobs.
- Code, process, and match supplier invoices to purchase orders.



- Regularly review aged debtors and creditors, taking appropriate actions to resolve outstanding balances.
- Handle account queries promptly, ensuring a high standard of service and customer satisfaction.
- Maintain and track support contract renewals, updating hours logs and related documentation, actioning where appropriate.
- Assist purchasing department with maintaining and producing accurate and up to date supplier usage reports, ready for billing.

REQUIREMENTS

We're seeking dynamic, adaptable individuals who thrive on challenges and work well in a team. You should demonstrate the following:

- Strong planning and organisational skills, with the ability to work under pressure.
- Confident use of computer applications, particularly Microsoft Office (Excel, Word, Outlook).
- Comfortable operating in a busy office environment.
- Excellent verbal and written communication skills, with the ability to liaise effectively at all levels.
- Excellent analytical and problem-solving abilities.
- Commitment to confidentiality and data accuracy.
- Excellent time management and attention to detail.
- Able to gather and sort data, keeping accurate records.
- Ability to manage and prioritise own workload effectively.
- Perform in friendly, professional, and punctual manner.
- Reliable, flexible, and willing to assist others where needed.
- Dedication to providing excellent customer service to all stakeholders.
- Eagerness to learn and undertake further training.
- Diligent in following company policies, objectives, and procedures.
- Able to liaise regularly with management to address and resolve issues promptly. and appropriately.

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KEY BENEFITS

- 30 days holidays incl. bank holidays
- Birthday Leave
- Company pension
- Full support towards further training and development in areas of interest
- Games room on site
- Tea and Coffee on tap

Think you have what it takes to be part of our team? We would love to hear from you!

To apply for this position please send your CV together with the cover letter and any other relevant information not covered in your CV to; Francesca Jones by e-mail at recruitment@5cservices.co.uk or by post to our Newbridge-on-Wye address.

If you have any questions, please phone; 01982 552 239 and ask for Francesca Jones or Kat Cook