



## Process and Operations Administrator

Hellios Information is a supplier information and risk management company operating in financial services, defence, and retail industry sectors. The company was founded to benefit major blue chip companies and their suppliers by providing a single streamlined approach and by providing and sharing data across an industry community in areas such as modern slavery, cyber security and GDPR.

Hellios has grown up from a start up in 2012 to having more than 30 people and a turnover of more than £2million. The Company is continuing to grow quickly and a key part of this role is to contribute to the Company's future growth.

The ethos of Hellios and each of our people is to provide the highest quality service and technology based on long term sustainable relationships with our buyer and supplier customers. To find out more about Hellios and the core values that underpin the culture of our people, partners and the way we work with our customers please visit our website at <http://www.hellios.com/about/values>.

<b>Job title:</b>	Process and Operations Administrator
<b>Location:</b>	Kemp House, Chawley Business Park, Cumnor Hill, Oxford OX2 9PH
<b>Reporting to:</b>	Team Leader
<b>Summary:</b>	To deliver consistent process and administrative support to enable the Operations team to function effectively and meet its KPIs

## Key responsibilities

- Responsibility for completing daily processing tasks to a high degree of quality and efficiency
- Responsibility for producing a number of reports on operational activity, Service Level Agreements (SLAs) and quality standards. The frequency of the reports will vary and will be generated using excel or from our CRM system
- Responding to customer email requests for further information, passwords, log on information etc.
- Answering inbound calls from supplier customers
- General administrative duties, including outbound mail merges
- To adopt the principles of continuous process improvement and best practice at all times
- To understand in detail the different requirements within the Operations team and to manage the expectations of all
- To respond quickly and efficiently to the changing priorities of the Operations team
- To escalate issues to the Team Leader to ensure all work is delivered in a timely way

## Key requirements

### Knowledge and experience

- Experience in operational support, ideally in a data and process-orientated environment
- Experience of working in a high quality environment, ideally with accreditations to various quality and information security standards
- Experience of working independently and with initiative
- Demonstrable experience of process improvement
- Ability to adapt to the needs of a growing business

### Qualifications and skills

- Highest accuracy and attention to detail
- Strong organisational skills
- Working knowledge of Excel to Intermediate level
- Good knowledge of other MS Office applications
- Ability to work quickly and systematically
- Highly focussed with an ability to multi task and prioritise
- Articulate with a confident telephone manner
- Strong communicator with good interpersonal skills
- Flexible and pro-active

### Further information

The Operations team deliver our core business to the highest quality and through first class customer service. In order to meet their KPIs, the Sectors Managers and Service Delivery Managers, the supplier support and on boarding teams need an experienced administrator to be responsible for some preparatory work and standard tasks that are crucial to our service.

The postholder will have administrative experience and be highly focussed on supporting others as well as being able to work independently and with initiative. They should be computer literate and willing to work with different systems. Training will be given on specific applications.

This post will provide a thorough knowledge of and experience in our operational processes and will be a solid foundation for career development within the Company. As a new post in April 2019, the postholder will also have the opportunity to develop the role over a period of time.