



<b>Job Title:</b>	Operations & Administration Coordinator	<b>Job Category:</b>	Employee
<b>Department/Group:</b>	Operations Department (Primarily)	<b>Job Code/Req#:</b>	
<b>Location:</b>	Office 365 – Home	<b>Travel Required:</b>	Yes – preapproved expenses
<b>Responsibility to:</b>	Operations Director (LK)	<b>Position Type:</b>	Full Time
<b>HR Contact:</b>	Sue Cosker	<b>Date Started:</b>	
<b>Will Train within role:</b>	Yes	<b>Date Ended:</b>	

### Job Description

#### Summary of Position

To provide unilateral administrative assistance to Excellentia departments predominately in support of the Operations Department.

This position will support the Operations Department in ensuring that projects are delivered in alignment with Excellentia’s professional standards, and work in accordance with the Excellentia Scope and key department objectives where applicable.

This position will manage the governance of onboarding sub-contractors and their administration through the Shortlist platform to the point of invoicing for operational tasks they have been allocated and completed. It will also ensure that all enduring contracts are staffed at the appropriate levels, to include managing short term deviations due to client demand, and/or sub-contractor illness.

The position is also responsible for the day-to-day administration and management of the HR/Admin function. The HR function is a vital part of the business that requires a proactive approach, with exceptional organisational skills and the ability to maintain high levels of integrity and confidentiality due to the nature of the information being processed in line with the UK Data Protection Act & GDPR.

#### Day routine

Working hours - A minimum of 40 hours per week,

Not obligated to work weekends and public holidays unless specifically engaged on an operational task or business-related functions/tasks as agreed.

No overtime unless approved.

#### Weekly routine

Monday – Friday.



### **Workplace**

Routinely working from home. Office equipment and support provided by the company.

Where required, day trips and or overnight stays within London/abroad. Should you deploy operationally either nationally or internationally then your normal monthly salary would not change, and any overtime or extra days incurred would be reimbursed as time off in lieu of your work.

### **Role and Responsibilities**

To assist in the day to day running of Excellentia Limited. A multi-faceted role that chiefly encompasses:

### **Primary Responsibilities**

- Track and mitigate for future staffing requirements on all accounts, utilising the internal HR platform and all other means of effective communication to engage with sub-contractors as needed.
- Manage sub-contractor's contractual paperwork and administration.
- Support the Operations department within an often time-sensitive and demanding environment, including the setup and implementation of risk management operations internationally.
- Understand the nuance of all operational accounts.
- Maintain relationships with sub-contractors and strategic partners.
- Provide a third level of scrutiny for sub-contractor invoicing.
- Provide administrative support to operations as directed.
- Maintain communication with management, staff, and vendors to ensure the proper operational readiness and support to Excellentia.
- Ensure the Operation department review sub-contractors performance upon task completion on the HR platform.
- Actively market and assist with building the Excellentia brand.
- Assist Finance in the resolution of any financial issues relating to operations.
- Ensure the operational Master Diary is maintained in support of Finance.
- Assist in the minimisation of the liability and risk during the planning and execution phases of operations.
- Support the achievement of department objectives on behalf of Excellentia.

### **Secondary Responsibilities**

- Responsible for monitoring and tracking company contact, administration and HR emails during working hours.
- During working hours, answer Live chat enquiries as required and pass on the information to the relevant departments. Follow up any out of hours messages.
- Follow up any emails that arrived out of working hours.



- Respond to friend requests or enquiries to individual company LinkedIn profile regarding the company and share any company posts.
- Monitor any correspondence received through the HR platform.
- Assist sub-contractors in uploading their invoices onto the HR platform, if required.
- Book and administer accommodation and/or travel for sub-contractors.
- Book and administer accommodation and/or travel for Excellentia staff.
- Note and monitor tasks in the Microsoft365 Admin Planner.
- Contribute to the growth and efficiency of existing processes and procedures to enhance and sustain the organisation's internal capacity.
- Assist with implementation of HR policy, process, and procedure.
- Maintain the HR database.
- Send out a standard recruitment link to all recruitment enquiries where appropriate.
- Ensure all sub-contractors submitted documentation meets the criteria for the Excellentia Recruitment Policy.
- Manage and amend the HR platform onboarding workflows as appropriate with IT Department support.
- Assist contractors with onboarding on the Excellentia Human Resources Management System.
- Follow up with any sub-contractor who is required to deploy on a task but is not fully onboarded onto the HR platform.
- Liaise with the Operations department weekly to review applicants in the applicant workflow for the HR platform.
- Record all contractors contact details on a master spreadsheet that have been invited to the HR system.
- Check all Schedules of Work (SoW) are being signed by contractors.
- Report any bugs encountered on the HR platform to Excellentia IT Support.
- Note and monitor tasks in HR planner.
- Maintain an up-to-date spreadsheet of all contractors listed on the HR Platform
- Monitor expired documentation from contractors and follow up where required.
- Chase contractors to renew documents that have expired.
- Manage Excellentia staff and contractors holidays and leave periods.
- Partner with internal departments in improving the internal tools and systems.
- Write a weekly HR Situation Report (Sitrep).

#### **Tertiary Responsibilities**

- Take minutes from AGM and company meetings.
- Maintain the company business calendar

#### **Travel expenses:**

- London from home when applicable.



- Accommodation expenses (when required to travel overnight)
- Other reasonable operational expenses approved in advance.

**Qualifications and Education Requirements**

The following skills are required to perform your role:

- IT computer knowledge and skills
- Excellent understanding of Outlook
- Excellent understanding of Outlook calendar
- Excellent understanding of Word
- Excellent understanding of Excel
- Knowledge of proposal writing
- Knowledge of legal contracts
- Knowledge of vendor contracts
- Knowledge of sub-contractor contracts

**Preferred Skills**

The following skills are preferred skills required to perform your role:

- Previous HR management experience.
- Understanding of the security sector

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date:	