

## Job Profile

Job Title	Business Process Administrator
Reports to (job title)	Business Process Manager
Job Reference No.	HOMEJD1113

### The job in a **nutshell...**

Undertaking a multitude and wide variety of tasks, you are responsible for providing a brilliant administration service within Home Group's Customer and Communities directorate. Your work promotes efficiency, drives productivity, and is focused on brilliant customer outcomes.

### What **success** will look like...

Efficiently using in-house systems and promoting their use, you will maximise service delivery speed and team productivity. This enhances customer interactions and reduces resolution times, ensuring a seamless experience for all.

Your accurate and timely administration ensures seamless regional support. With up-to-date colleague data and efficient file management, you improve organisational effectiveness. This is achieved through your exceptional organisational skills, prioritising tasks, meeting deadlines, and working well under pressure.

Providing excellent customer service, you support the achievement of high customer satisfaction. Customers consistently receive timely and effective responses to their enquiries, and the support you offer with customer decants and core reporting positively impacts their experience.

Prompt and accurate payment of utility bills and precise handling of Oracle-related tasks, including requisitions and invoices, contribute to the organisation's financial accuracy and operational efficiency.

Your seamless administrative support, with a high level of accuracy and attention to detail, ensures nothing is overlooked. This precision enhances the overall efficiency and effectiveness of the team.

Supporting meetings and managing information, sometimes confidential in nature, you ensure smooth operations and effective communication across the board.

Proactively anticipating issues, you focus on finding solutions promptly and addressing potential problems before they escalate.

Liaising effectively with business, suppliers, and other partners, you ensure tasks are completed efficiently and relationships are maintained professionally.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience, and knowledge.
<b>We have an eye for detail:</b> <ul style="list-style-type: none"><li>• Pays attention to the details.</li><li>• Has the appropriate skills and experience.</li><li>• Using and recording information accurately and timely.</li></ul>	Attention to detail in administrative support to ensure accuracy and efficiency.  Ability to handle confidential information with discretion and professionalism.
<b>We are self-starters:</b> <ul style="list-style-type: none"><li>• Be well organised.</li><li>• Be proactive.</li><li>• Strive to get it right first time.</li></ul>	Strong organisational skills for managing tasks and meeting deadlines under pressure.  Proficiency with in-house systems and tools for efficient service delivery.
<b>We are intuitively collaborative:</b> <ul style="list-style-type: none"><li>• Be brave; communicate and collaborate with people beyond your usual team.</li><li>• Be open, respectful, and value different opinions and ways of working.</li><li>• Work with others as part of one Home Group team.</li></ul>	Excellent customer service skills to support high customer satisfaction.  Develop professional working relationships that focus on getting brilliant outcomes for our customers, colleagues, and the business.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Familiarity with Oracle-related tasks such as requisitions and invoices.

Experience in liaising with suppliers and business partners.

Proactive problem-solving skills to anticipate and address issues promptly.

Knowledge of utility bill payment processes and financial accuracy practices.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care, and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity, and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

### Other important stuff...

You'll be a budget holder? No ☒ Yes ☐ ... up to £ [Click here to enter text.](#)

You'll manage people? No ☒ Yes ☐ ... around [Click here to enter text.](#) direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☒ Regular ☐ Frequent ☐

This role requires a DBS check No ☒ Yes ☐

Basic ☐ Standard ☐ Enhanced ☐



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