

Job Description

Job details	
Job Title: Operations Co-ordinator	Location: Head Office
Contract Type: Permanent	Salary: From £19,000FTE based on skills and experience.
Hours of Work: Part-time between 15 and 22.5 hours per week	Line Manager: Operations Manager

Gofer
<p>Gofer has played a leading role in the event, entertainment, commercial and leisure industry for many years. As suppliers of temporary electrical distribution, super silent generators and complete event management, Gofer is well placed to provide a one-stop package of services for any event.</p> <p>We pride ourselves on providing a personal and professional service to all our clients. Seamless and reliable power throughout your event is incredibly important.</p>

Job Purpose
<p>With a strong administrative and technical background, you will be responsible for the logistical organisation of hires, servicing and crew and ensuring that the day-to-day operations at Gofer are run smoothly, assisting the Operations Manager.</p> <p>The role will be based at Gofer HQ providing a consistent point of support for the team and clients during the core working hours of Monday to Friday 8.00 – 5. This role is available on a part-time basis, with a minimum of 15 hours and a maximum number of hours 22.5 per week. But flexibility will be required with some working hours due to the nature of the industry. There may also be an occasional requirement to stay away on site or at promotional events.</p>

Main Duties
<p>Main duties are, however not limited to:</p> <p>Hire</p> <ul style="list-style-type: none"> ▪ Provide quotes and organise the hire of equipment using the systems and procedures in place. ▪ Follow up customer enquiries and quotations in a timely manner. ▪ Raise required paperwork for the delivery/collection of hires and servicing. ▪ Organise and schedule Gofer employees and sub-contractors and crew to meet the requirements of the contract. ▪ Organise and schedule the transport to meet the requirements of the contact. ▪ Organise sub-rental of equipment. ▪ Build customer relations to retain existing business and maximise sales and form new

business.

- Work closely with the Warehouse staff to maintain good understanding of hire equipment and stock levels.
- Monitor the long-term lease equipment to ensure that regular servicing is booked, and invoices raised in a timely manner.
- Assist with the management of fleet vehicles.
- Assist with tender documentation.

Finance

- Forward confirmed hires to the accounts department so that invoices can be raised.
- Take payment for hires and sales.
- Work closely with the accounts team to ensure that invoices are paid in a timely manner and chase outstanding payments.

Customer Service / Administration

- Answer incoming calls to Gofer in a friendly and professional manner.
- Provide telephone technical support to clients.
- Greet visitors to the building and assist with their visit.
- Provide PA support to the Directors.
- Book accommodation and travel as required.
- Manage the hires and room bookings for training.
- Ensure that hire and testing documentation is completed in line with BS7909 (or current legislation).
- Compile statistical reports for business metrics.
- Assist with tender documentation.

Vehicle Management

- Assist with the maintenance of company vehicle fuel cards.
- Download and process TACHO card readings and review data.
- Ensure that vehicle checks are carried out and concerns dealt with.
- Assist with the management of fleet vehicles.

Freelancer Management

- Assist with the maintenance the Freelancer database to ensure the information is current and up to date.
- Assist with sending out Freelancer Agreements to new Freelancers joining Gofer.

Office Management

- Maintain an organised computer and paper filing system.
- Maintain a current and accurate database of clients.
- Order fuel and gas when required.
- Maintaining a tidy and clean office and kitchen space including washing.
- Any other duties as required to maintain a safe, clean and happy working environment.

Other

- Attend meetings with the Management Team.
- Assist the Directors with any other duties as required.
- Attend promotional events on behalf of Gofer.
- Stay up to date with changes in legislation and best practice.
- Any other duties as required to maintain a safe, clean and happy working environment.

- Build customer relations to retain existing business and maximise sales and form new business.

Responsibilities

- Key holder.
- Alarm call outs.
- Occasionally responding to out of hours returns and collections.

Person Specification

	Essential	Desirable
Qualifications		
Experience	<ul style="list-style-type: none"> ▪ Extensive experience as an administrator 	<ul style="list-style-type: none"> ▪ Experience as an Operations Co-ordinator ▪ Sales experience ▪ Technical experience in the electrical or generator industry
Knowledge		<ul style="list-style-type: none"> ▪ Knowledge of the events industry and/or power generation industry ▪ Knowledge of hire systems
Skills	<ul style="list-style-type: none"> ▪ Strong written and verbal communication ▪ Multi-tasking ▪ Good people skills both over the phone and in person ▪ Self-motivated with the ability to work on your own or in a team ▪ Organisational, prioritisation skills and time management ▪ Good with written word and grammar 	
Attitude	<ul style="list-style-type: none"> ▪ Attention to detail ▪ Reliable ▪ Honest ▪ Focused 	