



## JOB DESCRIPTION

**Job Title:** Back Office Administrator

**Reports to:** Operations Manager

**Location:** Stoke

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### Profile

GTM are a well-established supplier of specialist traffic management with their Head Office based in Salford. We are mobilising new depots across the country support a number of new frameworks. To support our growing business, we are currently looking to recruit a Back-Office Support / Administrator who would be based in these new locations.

### Back Office Support / Administrator

#### The Role

- Provide back office administration support for Head Office and Depots
- Receive and progress emails and telephone job requests for traffic management
- Enter job requests into Inspire and collate job packs for TM Operatives
- Ensure all information is correct for invoicing and confirm completed TM jobs on Inspire
- Handle queries and provide necessary backup information to resolve
- Raise quotations
- Collate information for the production of tender documents
- Produce Ad hoc reports and data analysis

#### The Person

- Previous experience of working in traffic management sector would be an advantage
- InspHire or knowledge of hire systems and hire process would be an advantage but not essential
- Strong Commercial person
- Good IT - Excel, Outlook, InspHire and Customer Relationship Management (CRM)
- Good interpersonal skills with the ability to communicate with people at all levels
- Work to deadlines and weekly targets
- Self-motivated, conscientious and able to work using their own initiative
- Candidate must be versatile, a good team player and be responsible for their actions

Job Type: Full-time

**At GTM, we are always looking for people who can help us deliver exceptional service to our clients and customers. We carry out a wide range**



of activities in a variety of sectors, so careers with us offer plenty of opportunity for progression.

**We believe in long term investment in our employees, including training, development programmes and development. We are committed to recruiting from every community regardless of gender, age, race, disability, sexual orientation or social background.**

*We are Armed Forces-friendly. We welcome applications from ex-Armed Forces personnel, reservists, armed forces veterans, cadet instructors and military spouses/partners.*