

# Office Administrator

Norwich office, 20 hours per week. Flexible schedule. £12,700 – £13,900 (£23k – £26k FTE)

## Emergent Design

Emergent Design has been engineering, installing, and maintaining specialised industrial machine vision systems for the manufacturing industry since 2011. Our team is dedicated to developing cutting-edge solutions that leverage image processing and machine learning to successfully tackle challenging technical problems in production monitoring and quality control.

As well as designing the specialist software for our systems in-house, we collaborate with mechanical and electronic design partners. We also work with customers, our German warehouse and our on-site service engineers to maintain and support our products across Europe.

With our recent expansion into Canadian markets, now is a busy and exciting time for us. We are seeking team members who are keen to play a part in shaping a growing company.

## The Role

This exciting growth has brought with it an increase in the volume and complexity of administrative and managerial tasks. We are therefore looking for an administrator to ensure the office runs smoothly on a day-to-day basis, providing support to our technical and managerial staff. You will ensure that these critical activities are carried out as a first-class aspect of the business and will report to the Managing Director.

## Working environment/benefits

- Self guided work
- Primarily office based
- Flexible working hours
- 5.5 weeks annual leave (pro rata) in addition to public holidays
- Bonus day off on/near your birthday
- Christmas – New Year closing in addition to holiday entitlement
- Health care
- Life insurance
- Cycle scheme

## Key Elements of the Role

Administrative support	Provide administrative support for the management and technical teams, take responsibility for office organisation. Support meetings through assistance with scheduling, agenda production, minuting and action point tracking. Booking of transportation and accommodation.
HR support	Log staff hours, holiday and sickness. Liaise with accountants and line managers as required.
Documentation and processes	Support management and technical teams to consolidate and systematise company processes to build resilience. Assist with the writing, editing and review of company documentation.
Accounts	Assist with regular accounts administration processes using Xero. Process Purchase Orders, invoices and payments. Log petty cash and expenses. Assist with credit control. Reconciliation of accounts and allocation of items to appropriate accounts. Work with company accountants. Liaise with VAT advisor and German accountants to produce timely EC Sales list and VAT reports.
Customer account administration	Manage customer relationships through timely communication and relationship building. Manage customer credit control, issue annual service contract advice and quotes.
Stock control, shipping and export	Book and schedule shipments, including export shipments, preparing required paperwork. Maintain documentary shipping and stock control records to required standards. Regular liaison with component suppliers and European warehouse.

## Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"><li>● Business administration and good GCSE qualifications</li></ul>	<ul style="list-style-type: none"><li>● A-level or equivalent qualification</li></ul>
Skills/ Knowledge	<ul style="list-style-type: none"><li>● Polite, clear and helpful communication</li><li>● Sound understanding of financial processes and reporting</li><li>● General computer and software fluency</li><li>● Good organisational and time management skills</li><li>● Good standard of accuracy and attention to detail</li><li>● Excellent customer service skills and professional telephone manner</li><li>● Development and management of filing systems</li></ul>	<ul style="list-style-type: none"><li>● Strong spreadsheet skills</li><li>● Willingness to develop knowledge of software packages</li><li>● Ability to work flexibly and under own initiative, understanding when to seek advice</li></ul>
Experience	<ul style="list-style-type: none"><li>● Demonstrative experience in an office administrative role</li><li>● Bookkeeping and use of accountancy software</li></ul>	<ul style="list-style-type: none"><li>● Previous experience in similar role</li><li>● Use of Xero for book keeping</li></ul>

A benefit of working in a smaller company is the opportunity to work on a broad range of activities. We of course expect to provide training and support in areas of the role which may be less familiar as part of your professional development.

## Our values

Emergent Design values outline our approach and underpin everything we do:

- We work in a transparent and open way
- We value and encourage an agile and collaborative work environment
- We are results driven and dedicated to devising new solutions to solve hard problems - we like making cool stuff
- We value our people and recognise the need for a healthy work life balance