

**WE WANT YOU
BUSINESS
OPERATIONS
ADMINISTRATOR
APPRENTICE**



JOB TITLE

Business Operations Administrator Apprentice
(Business Communications Technology Business)

SALARY/PACKAGE

- £14k-£20k depending on experience
- Government Supported Apprenticeship (Level 3 Business Administration or Equivalent)
- Car Mileage Allowance for ad-hoc business travel where required
- Company Laptop
- 25 days holiday per year, plus Bank Holidays
- Contributory pension scheme
- Healthcare cashback plan for Dentistry, Optical, Therapeutic & other requirements
- Wellbeing & Social Events Program
- Secure Cycle Storage and Shower facilities
- 2 volunteering days per year with our 3 local charities (Children's Hospice Southwest, St. Peter's Hospice & Jessie May)

LOCATION

- Central Bristol office location (just off King Street)
- Home Working 1 day out of 5, if required, following initial training period

HOURS OF WORK

Mon-Fri 9am to 5.30pm

RESPONSIBLE TO

Provisioning and Billing Manager



ROLE SUMMARY

This exciting role provides an excellent opportunity for the right candidate to start their business administration career.

We're looking for a candidate that's willing to demonstrate ambition to increase their knowledge and skills whilst delivering value to business activities.

As part of the Operations team the Business Administrator Apprentice will perform all business administration tasks including order delivery, as well as providing client service to mobile customers.

You will work closely with the Provisioning and Billing manager & other team members.

The role is only suitable for those who are extremely ambitious, display a strong work ethic and invest in their personal development.

The successful candidate will be given training and benefit from mentoring and practical application.



KEY RESPONSIBILITIES AND MAIN TASKS AND ACTIVITIES

- Assisting with all business administration tasks including analysis of customer billing data, dispatching customer orders, managing stock inventory and ad-hoc administration duties as and when requested by line manager.
- Answering inbound calls to Blackstar's main numbers and transferring to colleagues or departments when necessary.
- Providing simple quotes for our smaller clients and on behalf of Operations Team or Account Managers for other clients when requested.
- Processing small & simple orders accurately and in a timely fashion for house accounts and on behalf of sales team when required.
- Obtaining quotes & stock updates from our suppliers on behalf of sales team when required.
- Responsible for assisting with order placement and management of orders through to the planning cycle, liaising with customers and suppliers on details regarding delivery, regular updates, and handovers once complete.
- Escalate to suppliers and proactively chase for order progression to ensure key deliverable dates are met.
- Reporting any issues in order placement or planning to the reporting line manager for early resolution.
- Provide service to our mobile customers, triaging and resolving support tickets, escalating if necessary.
- General mobile account management including regular service calls and monthly bill analysis.
- Working with sales team to analyse prospect/client mobile data for renewals, suggesting suitable mobile tariffs.
- Providing good customer communications both written and orally.
- Dealing with any potential customer escalations and highlighting any issues to the line manager.
- Updating and maintaining CRM.
- Completing billing admin tasks.
- Tracking of software assurance/support renewals with suppliers, ensuring these are maintained

PERSONAL QUALITIES

The role would suit someone who has:

- Ability to multi-task and switch priorities according to business needs
- Strong professional communication skills
- Strong attention to detail even under pressure
- Appetite to take on challenges
- Ability to work on tight deadlines.
- Good documentation management
- Ability to work autonomously and as part of a wider team
- Excellent organisational and administrative skills
- Above all the candidate must have a 'can do' attitude, be ambitious, hard-working, positive, friendly and outgoing to fit in with our team and company culture.

QUALIFICATIONS

- 5 or more GCSE Grade C or above, including English & Maths
- Excellent knowledge and proficient in the use of Microsoft Windows, Word, PowerPoint, Outlook and particularly Excel
- Ability to maintain strict confidentiality in all aspects of employment
- Excellent communication skills
- Courteous and professional manner

DESIRED SKILLS

- Further Education Qualifications (e.g. A-Level, NVQ, Diploma, Degree etc)
- Previous experience within the telecommunications and IT services industry – preferred but not essential.



ABOUT BLACKSTAR SOLUTIONS

Blackstar Solutions provide industry leading communications technology solutions in the B2B marketplace. We have extensive industry experience which allows us to offer our clients the best possible advice and support. Our aim is to become the highest profile and most trusted business communications supplier in the Bristol area, followed by the South West region.

www.blackstarsolutions.co.uk



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OUR TEAM
LOVE WORKING
WITH US**