

NAPIT

SCHEMES ADMINISTRATOR

Department:	Schemes team
Title:	Schemes Administrator
Responsible to:	Head of Operations and Schemes Manager
Location:	Head Office, Mansfield
Salary:	£21,173 per annum

WORKING AT NAPIT:

Formed as a Trade Association in 1992, NAPIT has grown significantly since then, but the Trade Association values of Superior Customer Service, Integrity, Teamwork, Compliance, Innovation, and commitment to employees, remain at the heart of the NAPIT Group.

NAPIT maintain a friendly, common-sense approach to competence with a continued focus on raising standards and safety within the building services sector. It's our culture that has enabled us to grow significantly since the organisation was founded. Based in Pleasley Vale's historic stone mills it is a truly unique environment to work in. Historic meets modern with NAPIT's training facilities also based in the mills, with their Centre of Excellence for Low Carbon Technologies, focusing on training tradespeople on technology of the future.

Join the NAPIT team on this exciting, continued period of growth, and help build further success for the future.

THE ROLE:

NAPIT are looking for an experienced office administrator who will thrive in a structured but fast past admin role whilst maintaining attention to detail. The primary focus of the Schemes Team is the management of NAPIT's membership customer base and ensuring that they are meeting the necessary requirements for initial and ongoing certification. You will work closely with colleagues in one of the larger departments within the business, made up of 3 sub-teams who are supported by 3 supervisors and your line manager. The role will involve both customer facing tasks such as calls and emails as well as a variety of administration duties from processing membership documents and reports, ensuring data accuracy, general admin duties such as filing/scanning as well as liaising with other departments when necessary.

KEY RESPONSIBILITIES:

- Assisting with and responding to general administrative queries from both customers and other departments by various forms of communication including telephone

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- Processing membership documentation such as application forms, qualifications, and assessment reports submitted online, by email or by post
- Data input and collation for reports and KPI's as necessary
- Maintaining general data integrity and accuracy of the membership database
- Liaising with any applicable external agency in relation to membership certification
- Updating any membership spreadsheet records and or SharePoint system
- Support and monitoring of Schemes email inboxes

WHO ARE WE LOOKING FOR?

- Previous administration work experience
- Professional, articulate, and confident with excellent verbal and written communication skills
- Confident to make and receive telephone calls internally and externally
- Ability to work effectively with customers and team members, whilst being self-sufficient and motivated
- Must be proficient in using a variety of software including CRM systems and Microsoft products (particularly Word, Excel, Outlook and SharePoint)
- Willingness to embrace new working practices with the ability to learn quickly
- Electrical Industry or membership organisation knowledge & experience (desirable)
- Full UK driving licence due to office location having no public transport routes
- Able to provide a minimum of two contactable references

BENEFITS & PACKAGE

- Competitive salary
- 25 days annual leave p/a + statutory holidays
- Length of service up to 5 additional annual leave days
- Contributory pension
- Company sick pay policy
- Free onsite parking
- Company health scheme, covering eye care, dental, physiotherapy and mental health assistance long with many more benefits.
- Companywide social events
- Discount cards via perks scheme
- Discount at major DIY store

Covering letter and CV to Stephen.Walton@napit.org.uk