

## **JOB DESCRIPTION – Service PPM Administrator**

Job Title	Service PPM Administrator
Date Reviewed	November 2022
Responsible To	Diesel Maintenance Manager
Responsible For	None
Location	Clayton West Office, Huddersfield

### **Business Profile**

AVK are the UK's leading provider of critical power systems and maintenance that guarantee reliable power. For 33 years we've been supplying UPS systems, standby diesel generators and more recently Battery Storage and Gas Generation solutions providing our clients with reliable back-up power schemes for their mission critical services & systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel/gas generators, uninterruptible power systems, battery storage, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or large scale bespoke applications, covering all project sizes from £1k up to £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service.

### **Role Summary**

The Service Administrator role has responsibility for quality, process and the high standards our customers expect. Occasional travel to our Head Office in Berkshire will be required.

## Responsibilities

	Planned maintenance and lifecycle works (PPM) invoicing, requesting verification of any purchase orders raised against the call number where appropriate. Advise accounts if Purchase orders require amendment.
	Close calls on service manager software (SME) prior to invoicing / Cancel calls as required / authorised by the Diesel Maintenance Manager, update notes on call references when cancellations are required.
	Credit clear purchase orders when received by department.
	Monitor and correct site reports when received, upload onto O Drive and allocate for quotation where appropriate. Ensure allocation to client to maintain SLA's
	Investigating open calls and chasing engineer/subcontractor reports for closure
	Interrogating weekly Open Calls reports and PPM Tracker spreadsheet, and liaising with Diesel Maintenance manager over resolution
	Main point of contact for general enquiries relating to site reports and client required documents.
	Processing engineer DRA's and updating RAMS documents and customer folders where required
	Apply for relevant FM application forms following jobs close and invoice PPM when application approved.
	Assist with upkeep of Service Division QEMS processes and assist with Huddersfield office staff training packs
	Carry out site specific permit vetting / contingent workers
	General administrative support for the Generator Service team to include post distribution, raising purchase orders, submitting e-permits, monitor stationery stock arranging for supplies when necessary
	Collate receipts and fill in petty cash expenses. Send to accounts at the end of each month.

**Person specification**

<b>Key skills and knowledge</b>	<b>Desired/Essential</b>
Excellent written, verbal, literacy and numerical skills	Essential
Accurate typing and data entry skills	Essential
Attention to detail with a methodical and organised approach to a varied workload	Essential
A systematic approach to problem solving	Essential
Contract and tendering exposure	Essential
The ability to multi-task, manage a number of projects simultaneously with calmness and accurate	Essential
Able to work with minimal or no supervision	Essential
Experience of purchase orders and invoicing	Desired
Car Driver	Desired
Good understanding on Microsoft, Outlook & Excel	Essential

I understand and accept the job description for the position of **Service PPM Administrator** and agree with all items listed. I further accept that I may be asked to undertake duties and actions not contained in this job description to ensure the continued success of the business

Signed

Date

Name