

## Person Specification

### Business Administration Support

#### Purpose of the Role

To provide effective administrative support across customer service, kitchen design, procurement, project coordination, finance administration, and general business operations, ensuring projects are delivered efficiently and customers receive an excellent experience.

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#### Essential Criteria

##### Experience

- Previous experience in an administrative, office support, coordinator, or business support role.
- Experience managing multiple tasks and priorities in a busy office environment.
- Experience maintaining accurate records, documentation, and business information.
- Experience communicating professionally with customers, suppliers, and colleagues.
- Experience coordinating appointments, schedules, or workflows.

##### Knowledge

- Good understanding of general office administration processes.
- Strong working knowledge of Microsoft Office applications, particularly Outlook, Word, and Excel.
- Understanding of customer service principles and professional business communication.
- Awareness of confidentiality and data protection requirements.

##### Skills

- Excellent organisational and time management skills.
- Strong written and verbal communication skills.
- High level of attention to detail and accuracy.
- Ability to prioritise workload and meet deadlines.
- Good problem-solving skills and ability to use initiative.
- Ability to work independently and as part of a team.
- Confident telephone manner and customer-facing skills.
- Good numerical and data entry skills.

##### Personal Attributes

- Professional, positive, and approachable manner.
  - Reliable and dependable.
  - Proactive and willing to take ownership of tasks.
  - Flexible and adaptable to changing business needs.
  - Strong work ethic and commitment to delivering high standards.
  - Customer-focused mindset.
  - Willingness to learn and develop within the role.
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## Desirable Criteria

### Experience

- Experience within a kitchen design, interiors, construction, manufacturing, procurement, or home improvement business.
- Experience supporting project-based teams.
- Experience processing purchase orders and supplier documentation.
- Experience coordinating project timelines and installation schedules.
- Experience supporting invoicing, order processing, or finance administration.
- Experience using CRM or business management systems.

### Knowledge

- Understanding of procurement and purchasing processes.
- Knowledge of kitchen design or home improvement projects.
- Basic understanding of invoicing and financial administration.

### Skills

- Advanced Excel skills.
  - Ability to analyse information and produce reports.
  - Experience working with multiple internal and external stakeholders.
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## Core Competencies

- **Customer Focus**

Builds positive relationships with customers and stakeholders, ensuring enquiries are handled professionally and efficiently.

- **Organisation & Planning**

Manages competing priorities effectively while maintaining accuracy and attention to detail.

- **Communication**

Communicates clearly and professionally with customers, suppliers, and colleagues at all levels.

- **Teamwork**

Works collaboratively across design, procurement, installation, and administration functions.

- **Accountability**

Takes ownership of tasks and follows through to completion with minimal supervision.

- **Continuous Improvement**

Identifies opportunities to improve administrative processes and contribute to business efficiency.

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