

Aspire Job Description

Job Title: Resource Allocator part time **POSITION ID:** RACA143

Entity: **ASPIRE DEFENCE SERVICES LIMITED (ADSL)**

Location: Aldershot

Reports to: Resource Allocation Supervisor

Key Purpose of the Role: To undertake the delivery of a high level of Customer Service to both internal departments and external customers managing areas of responsibility, ensuring all jobs raised by the Help desk are actioned accordingly and within time scales. Carrying out administrative duties. Liaising with Sub Contractors, Customers and Engineers.

Key Responsibilities:

- Ensure Reactive Maintenance Manager and Supervisors are updated/informed of emergency/urgent works and areas of possible engineer shortages.
- Respond rapidly and efficiently to changing requirements using good communication skills when required, ensuring full operational cover is maintained.
- Ensure reactive maintenance requests are issued to appropriate engineer
- Proactive approach to recording and updating on IFS works system data base, including applying to Client for time extensions on works orders
- Run reports for management staff as requested
- Carry out other duties as may be reasonable required
- Maintain good professional working manner at all times with all levels of staff and Clients

Qualifications

- GCSE Grade C or above in Maths and English

Experience & Knowledge:

- Computer Literacy (Microsoft Word, Excel, Outlook and Project)
- Telephone/ Call Centre interpersonal skills
- Previous experience of working in team environment
- Administration experience

Skills:

- Proactive “can do” attitude, flexible, self-disciplined and organised
- Be able to interpret and communicate information quickly, effectively

Date: 25th August 2021