

## Aspire Job Description

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<b>Job Title:</b>	PERFORMANCE ADMINISTRATOR- WEST	<b>POSITION ID:</b> PEADM434
<b>Entity:</b>	<b>ASPIRE DEFENCE SERVICES LIMITED (ADSL)</b>	
<b>Location:</b>	(West (Larkhill, Warminster, Tidnbul))	
<b>Reports to:</b>	Senior Performance Analyst	
<b>Key Purpose of the Role:</b>	<ul style="list-style-type: none"><li>• To support the Performance Analysts and Senior Performance Analyst in investigation of contractual non-conformances to ascertain if performance or unavailability non-compliance has occurred.</li></ul>	
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"><li>• Undertake performance administration process of barrack damage incident reports including ownership of barrack damage log, pricing barrack damage reports and communication between GMT and Estates team</li><li>• Daily updating of IFS to verify, non-verify or obtain extensions on contractual non-conformance reports (NCR).</li><li>• Update the Performance and Unavailability Monitoring System data and ensure that it is maintained in a timely and accurate fashion for operational use in line with company policies and procedures.</li><li>• Agree with the client and partners the final status of performance and unavailability failures by maintaining an active extension list and updating of the Performance Monitoring System (IFS) accordingly.</li><li>• Investigation of failures to determine root cause, populate NCR basic information and make recommendations to Performance Analyst TidNBul of treatment and resolution.</li><li>• Carry out regular reviews on performance and unavailability deductions and prepare the weekly and monthly performance results and schedules of payment deductions where appropriate. To communicate with appropriate management levels with a view to improve performance.</li><li>• Ensure that all performance related areas comply fully with ADSL contractual requirements.</li><li>• Provide regular and timely information and reports to key operational staff to allow them to understand position with regards to contractual failures and NCR and allow them to take preventative measures.</li><li>• Comply with all Health &amp; Safety legislation and observe all applicable Aspire policies and procedures in the discharge of duties;</li><li>• Carry out other such duties as may be reasonably required from time to time by the Operations Support Services Manager or Performance Analyst TidNBul or Senior Performance Analyst - West.</li></ul>	

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### Qualifications

#### Essential:

- Office Administration qualification
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### Experience & Knowledge:

#### Essential:

- Advanced Excel, MS Word
- Proven experience in Office or Commercial Administration

#### Desirable:

- Relevant and demonstrable experience within an FM / PFI environment.

#### Desirable:

- Experience of performance monitoring for large site-based operations. Preferably within the service, construction or FM industry.

### Skills:

- Strong interpersonal and communication skills.
- Ability to influence and challenge in an occasionally pressured environment.
- Professional approach
- Ability to build effective relationships across teams.
- Good verbal and written communication skills
- Very good attention to detail, numeracy and IT skills
- Good organisational and planning skills
- Ability to work under pressure
- Ability to follow company process and procedures
- High levels of confidence and integrity

### Date:

26/04/2021