

<b>Job Title:</b>	<b>Temporary Service Administrator (TSA)</b>
<b>Department/Location:</b>	Service Department , Edge Lane, Droylsden M43 6BU
<b>Reporting To:</b>	Repairs & Warehouse Manager
<b>Purpose of Role:</b> (Why does the role exist? A short sentence that captures this.)	The <b>TSA</b> will work with the Service Administrator to oversee <b>imported</b> repairs and ensure suitable traceability for HMRC Audits is implemented.
<b>Role Summary:</b> What is the scope of the role (A few bullet points that provide an overview of role, and how it links into/supports departmental/business strategy.)	<p>The <b>TSA</b> will ensure designated clearance agents process customs clearance quickly, in line with instructions, and with correct Commodity and CPC codes.</p> <p>The <b>TSA</b> will link and file all associated IPR documentation in order to provide a full audit trail for HMRC.</p> <p>The <b>TSA</b> will support other administrative aspects needed by the service department.</p>
<b>Key Accountabilities and Responsibilities:</b>	<p>The primary role of the <b>TSA</b> will support the Service Administrator by maintaining all Import Administration linked to the Service Department and working with the Customs Clearance Agents to ensure clearance instructions are processed quickly, accurately and in line with Elcometer customer SLA.</p> <p>The <b>TSA</b> is responsible for providing the clearance instructions and checking the instructions given has been applied including C88 data entry, Commodity Codes, CPC codes etc.</p> <p>If not received in a timely manner the <b>TSA</b> will chase the clearance agent and help overcome any difficulties in clearing the goods.</p> <p>Upon receipt of the Import Entry Number the <b>TSA</b> will consolidate all relevant documentation RMA, Order Number, Export Number, Product Number, Nominal Import Duties etc and file same documents (electronically and/or manually) ready for HMRC audits.</p> <p>The <b>TSA</b> will generate consolidate all information for the HMRC quarterly report.</p> <p>As a secondary part of the role the <b>TSA</b> will assist the Service Administrator in other tasks as required and based on workloads eg: Raising Purchase Orders, creating repair jobs, follow up repairs quotes, booking jobs in etc.</p>

## Role Objectives & Measures

<b>Job Title:</b>	<b>Temporary Service Administrator</b>
<b>Key Deliverables:</b>  Objectives which are SMART: Specific Measurable Achievable/Agreed Realistic Time-bound	<ul style="list-style-type: none"><li>• Timely Customs Clearance</li><li>• Effective Filing system implementation/ maintenance</li><li>• HMRC reporting compliance</li><li>• Minimise Elcometer errors that may cause Customs delays</li></ul>
<b>Performance Indicators:</b> (Measures by which the individuals' performance will be monitored and assessed)	<ul style="list-style-type: none"><li>• Auditable Filing system (Manual and Electronic)</li><li>• IPR reports to HMRC schedule</li><li>• Customs delays due to Elcometer issues</li></ul>
<b>Measures of Success:</b> (Indicators that show impact on department and organisation)	<ul style="list-style-type: none"><li>• Zero – HMRC non compliance reports or customs snags</li><li>• Zero customer complaints</li><li>• Filing up to date</li></ul>

## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications/Education &amp; Training</b>	<ul style="list-style-type: none"><li>• No specific qualifications required</li><li>• Numerate and Literate</li></ul>	
<b>Experience</b>	<ul style="list-style-type: none"><li>• Import experience</li><li>• Knowledge of Customs Terms, Clearance &amp; Legislation.</li><li>• General Office Administration</li></ul>	<ul style="list-style-type: none"><li>• Experienced Shipping Office environment with HMRC, Customs, C88 and HS Code experience.</li></ul>
<b>Skills &amp; Competencies</b>	<p><b>Skills</b></p> <ul style="list-style-type: none"><li>• Good organisational skills</li><li>• Strong attention to detail</li><li>• IT literate</li><li>• Excel spreadsheets</li><li>• Data Entry</li></ul> <p><b>Competencies</b></p> <ul style="list-style-type: none"><li>• Customer Focus</li><li>• Communicating &amp; Influencing</li><li>• Drive &amp; Determination</li><li>• Problem Solving/Initiative</li></ul>	<ul style="list-style-type: none"><li>• MS Office</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Ability to establish good working relationships within the team and with internal and external customers</li><li>• Organised &amp; Methodical</li><li>• Excellent Time Management skills</li><li>• Calm under pressure</li><li>• Flexible approach</li><li>• Proactive, positive approach</li><li>• Team Player</li></ul>	