

**Job Description**

<b>Job Title</b>	Policy Administrator
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<b>Summary of role</b>	To support the business in administrative and customer service duties, ensuring policy data spreadsheets are accurately manipulated, loaded onto the system and invoiced. Providing policy administration assistance to consumers and retailers. Process sales orders in a swift and efficient manner using the company's ordering system.
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**Main Duties**

- Accurately check and manipulate customer policy data for upload into the policy system database within SLA's
- Administrate policy changes and update policy holders
- Liaise with third parties for general repairs and maintenance for printer/folder-inserter machines on site
- Organise and scan incoming documents onto correct consumer records within expected SLA's
- Process daily sales orders accurately identifying items required
- Create accurate invoices for Finance department to process
- Discuss policy issues with plan holders
- Liaise with retailers where required
- Competently and confidently answer the telephone and action callers requests
- Open and process incoming post
- Accurately compile outgoing communication
- Manage multiple email boxes, ensuring all mail received is actioned appropriately within SLA's



<p><b>Skills/experience</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"><li>• Attention to detail</li><li>• Accurate data entry</li><li>• Customer service experience (telephones and electronic)</li><li>• Experience with working in Excel skills</li><li>• Ability to manipulate spreadsheets and spot discrepancies</li></ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"><li>• Following work instructions accurately</li><li>• Excellent telephone manner</li><li>• Ability to multitask / manage multiple deadlines</li><li>• Experience with working with pivot tables/formulas</li></ul>
<p><b>Stakeholders/structure team/reporting line</b></p> <ul style="list-style-type: none"><li>• Working within a small team of 4, reporting to the Operations Support Manager. Part of the wider operational team within Guardsman.</li></ul>
<p><b>Logistics: salary/travel/location/shift/start date</b></p> <ul style="list-style-type: none"><li>• Flexible work location (home based/Abingdon rota for office tasks)</li><li>• 35 hour working week – Monday to Friday</li></ul>
<p><b>Equal opportunities:</b></p> <p>The Amynta Group and Guardsman Industries are both equal opportunity employers. Both Companies are committed to being inclusive employers and welcome applications from all suitably qualified applicants irrespective of their background.</p>
<p>This job description provides a high-level review of the types of work performed. Other job-related duties may be assigned as required.</p>