



Job Description

Job Title: Administrator

Location: Great Malvern, Worcestershire

Reporting to: Administration & Configuration Manager

Contract: 5 days a week (full-time), 9 am- 5.30 pm including 1-hour lunch break

Salary: 22k per annum

The Company

Smartbox creates technology that gives a voice to people that don't have speech. Our products include a combination of specialist hardware, software and content and are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want to support them by promoting an inclusive culture within our team.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US

The Job

We are looking for an Administrator to join our Orders & Administration Team.

We are passionate about user success and are always striving to achieve this. We need your help to continue to do this for more people.

We are looking for an individual who is enthusiastic about helping people. The role will involve a variety of administrative tasks, and customer service duties.

Duties will include:

- Processing sales orders in multiple currencies.
- Providing quotations in multiple currencies, to UK customers and our worldwide partner network.
- Proactively build strong relationships with our customers.
- Liaise regularly with our Production Department to ensure on-time delivery.
- Provide administrative support to our Assistive Technology, Finance, Marketing and R&D teams.
- Prioritise and manage workload in alignment with your personal objectives and company goals.
- Provide ad-hoc cover to sales ledger clerk with sales invoicing and collecting card payments.

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- Strong organisational skills.
- Ability to work both independently and as part of a team.
- Willingness to undertake a variety of administrative tasks.
- Ability to prioritise effectively.
- Business administration experience.

Useful skills/attributes

- Intermediate Microsoft Excel and Microsoft teams.
- Order entry experience.
- Knowledge of accounting systems.
- Experience of MS Dynamics Business Central (NAV) and other ERP Systems.

Additional Information

- In this role, you have the flexibility to work remotely and in our Malvern office. Our working hours are between Monday – Friday from 7 am – 7 pm, with core team hours between 9 am – 5:30 pm.
- Working between the office and your home is possible, during the COVID period and beyond.
- You will need to maintain a deep understanding and knowledge of all our products and their uses.
- You will meet and keep in regular contact with other teams in the business.

Rewards and benefits

Smartbox offers comprehensive benefits including:

- Company Pension.
- Group Life Assurance.
- Income Protection.
- Private Medical Insurance.
- 25 days holiday plus public holidays.
- Onsite parking.
- Laptop provided.
- Flexible working.
- Cycle scheme.
- Office fruit.
- We are passionate about our people and offer many social events including a family weekend away, social outings and a Christmas party each year.

We welcome applications from all communities and those from diverse backgrounds and groups. *

****Please outline your experience and ability to excel in this role within your covering letter. ****