

BESPOKE CONCRETE

SPECIALISTS IN THE MANUFACTURE OF CUSTOM MADE PRE-CAST CONCRETE AND CAST STONE PRODUCTS

Bespoke Concrete Products Limited, Tynedale Works, Princess Way, Low Prudhoe, Northumberland NE42 6PL
t +44 (0) 1661 83 93 40 f +44 (0) 1661 83 39 23 e info@bespokeconcrete.co.uk w www.bespokeconcrete.co.uk

OFFICE ADMINISTRATOR

Full time – Monday to Friday

Bespoke Concrete Products Limited is a leading, highly specialist precast concrete and art stone manufacturer making speciality civil, aesthetic and architectural products. Due to the success of our thriving business and increasing product range we are expanding our office staff and are looking for a highly motivated, enthusiastic, well organised person who has proven experience of working in a fast paced office environment to join our team. The successful applicant will provide operational and administrative support in relation to sales, marketing, production, finance, quality management systems, HR, health and safety and the Management Team. Applicants should be experienced in the full range of general office duties and a sound working knowledge of Microsoft Office (Word, Excel, Outlook, Powerpoint etc) is essential. Proven experience of confident communication with suppliers, customers and co-workers is required as well as the ability to use the internet and social media for marketing purposes. The ability to work under pressure in this wide and varied role is crucial. Some knowledge and / or experience of ISO9001 and ISO14001 or similar quality systems and experience of working in a manufacturing environment would be advantageous.

Bespoke Concrete Products is an equal opportunities employer and welcomes applications from all suitably qualified and experienced people regardless of gender, marital or civil partnership status, sexual orientation, colour, race, ethnic origin, religion, disability or age.

A full job description, application form and person specification are all available electronically by requesting via email to michelle@bespokeconcrete.co.uk. No telephone calls please.

To apply please forward completed application form (electronically preferred) to michelle@bespokeconcrete.co.uk or by post to Michelle Walton, Operations Manager, Bespoke Concrete Products, Tynedale Works, Princess Way, Low Prudhoe, Northumberland. NE42 6PL.

Salary circa £22,000-£24,000 (commensurate with experience).



Bespoke Concrete Products Limited. VAT Number GB 605 5042 75. Registered in England number 2773783.
Registered address: Tynedale Works, Princess Way, Low Prudhoe, Northumberland NE42 6PL

 Manufactured and developed by Bespoke Concrete Products Ltd. International Patent pending.



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JOB DESCRIPTION Office Administrator

Salary range £22,000 - £24,000 commensurate with experience

Responsible to: Operations Manager

Hours of Duty: Full time

Main Purpose of Job: To support and assist the effective and efficient running of all departments providing advanced operations and administrative support in relation to sales, production, marketing, finance, quality, environmental management system, HR, health and safety and all other day to day activities of the company

Main Duties:-

- Assisting with the effective and efficient operation of daily administrative functions including handling telephone calls and enquiries, email enquiries, website enquiries and postal enquiries.
- Logging enquiries from customers and tracking potential orders with assistance from estimators, processing of quotations to customers and providing all information required in regard to product specification.
- Assisting with marketing and sales administration including website/social media pages and preparing sample packs and information for customers.
- Order processing (receipt to dispatch), job file preparation/distribution, production planning including resources and materials, maintaining daily spreadsheet records, stock management/ordering, general liaison between departments and external sources.
- Assisting with production support and planning, working with management, supervisors and team members to ensure effective and efficient production systems.
- Maintaining health and safety records including risk assessment registers and COSHH
- General administration support in regard to finance, HR, statutory duties and ISO accreditation
- Maintain electronic staff diary
- General administration support for Directors and management team (e.g. arranging travel for external site visits)
- Assist in the planning, development, design, organisation and monitoring of supports systems, procedures and policies.
- Any other duties commensurate with the post.



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Office Administrator Full time – Monday to Friday Person Specification

CATEGORY	ESSENTIAL	DESIRABLE
APPLICATION	<ul style="list-style-type: none"> Fully completed Bespoke Concrete Products Application for Employment form indicating employment history, previous experience gained and suitability for this role. 	<ul style="list-style-type: none"> References before interview
QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none"> Administration or business qualification or equivalent Ability to work in a very busy office environment with the skills to organise, prioritise and deal with multiple tasks whilst meeting deadlines Sound knowledge and high level working experience of Microsoft Office (Outlook, Word, Excel, Powerpoint) Excellent literacy skills including spelling, grammar and punctuation Excellent numeracy skills Experienced in using internet, updating web pages and creating/maintaining social media pages Understanding of requirements and procedures for Quality Management System (ISO9001) and Environmental Management System (ISO14001) Have good working knowledge of Health and Safety systems and requirements 	<ul style="list-style-type: none"> NVQ Level 3 or equivalent Minimum three years office working experience preferably in a manufacturing environment ECDL or equivalent GCSE English or equivalent GCSE Maths or equivalent Finance department functions experience Online marketing experience Previously involved in introducing and maintaining management systems Experience of Health and Safety in a manufacturing environment
SKILLS and APTITUDES	<ul style="list-style-type: none"> Be a strong team player, working confidently with all colleagues at all levels Be a clear, open and friendly communicator who can develop and maintain good working relationships with a wide variety of people Be confident to take a proactive approach to all issues and act on initiative when needed 	
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> To be positive, highly motivated and enthusiastic. Be well organized with a calm and proactive approach Be dependable and reliable Have a flexible approach and an ability to respond to changes in circumstances To be able to work under pressure 	
Working Conditions	<p>The Office Administrator will spend time sitting using office equipment and computers. The office is situated on a mezzanine floor above the factory and is accessed only by stairs – no lift is available. Due to the nature of the working environment the office can be cold in the winter and warm in the summer. The Office Administrator role is varied and will continually develop with the business. They will need to be able to do multiple things for multiple purposes at one time.</p>	



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Application

Completed application form detailing employment history, relevant previous experience and suitability for this role. **A**

Qualifications, Knowledge and Experience

NVQ level 3 or equivalent in administration or business **A**

Sound operational knowledge and high level working experience of Microsoft Office (Outlook, Word, Excel) and various software packages **A / I / T**

Experience of using the internet, updating web pages and creating / maintaining social media pages **A / I / T**

Understanding of requirements and procedures for ISO9001 and ISO14001 **A / I**

Good working knowledge of Health and Safety systems and requirements **A / I**

Skills and Aptitudes

Excellent literacy, numeracy, oral and written communication skills/finance department experience **A / I / T**

Be a clear, open and friendly communicator who can develop and maintain good working relationships with a wide variety of people **I**

Be confident to take a proactive approach to all issues and act on own initiative when needed **I**

Be a strong team player with the ability to work confidently with all colleagues and customers at all levels **I**

You will be liaising with working closely with the finance, sales and marketing teams and will therefore need to be able to demonstrate that you have excellent communication and organisational skills. You will be self-motivated, results orientated and be confident in your decision making and project management ability. **A/I**

Be positive, highly motivated and enthusiastic **I**

Excellent organisational skills with a calm and proactive approach **I / T**

Flexible approach with the ability to respond quickly to changing circumstances and work under pressure **I**

Legend: A = Application, I = Interview, T = Test prior to interview



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APPLICATION FOR EMPLOYMENT

Position applied for	
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YOUR PERSONAL DETAILS

Name	
Address	
Home telephone number	
Mobile telephone number	
Email address	
Current driving licence	YES / NO Type of licence:

EDUCATION AND QUALIFICATIONS *(most recent first)*

DATE OBTAINED	PLACE OF STUDY	QUALIFICATION TITLE AND SUBJECT	LEVEL	AWARDING BODY	GRADE

ADDITIONAL SKILLS AND RELEVANT TRAINING

(Include any membership of professional bodies and any foreign language skills)

DATE OBTAINED	SKILL AND/OR TRAINING DETAILS/INFORMATION

** Please note it is our Company Policy to request proof of all qualifications stated above **

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EMPLOYMENT DETAILS

Please cover the last five years starting with your most recent position first. Continue on a separate sheet if necessary.

Employer Name	
Employer Address	
Employment dates From/to	
Period of notice required	
Reason for leaving	
Post held	
Brief details of duties and responsibilities	

Employer Name	
Employer Address	
Employment dates From/to	
Reason for leaving	
Post held	
Brief details of duties and responsibilities	

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PERSONAL STATEMENT

Please give details as to why you consider yourself suitable for this post stating any skills, knowledge and/or experience which are relevant to the post.

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REFERENCES

Please provide details of two reference contacts:-

	REFEREE (1)	REFEREE (2)
Reference Contact Name		
Address		
Occupation/Job Title		
Telephone number		
Email address		
Reference capacity (e.g. current/former employer, Tutor etc.)		
Ok to obtain reference before interview?	YES / NO	YES / NO

** Please note it is our Company Policy to take up a combination of references from education/employment or personal to cover the last five years **

DECLARATION

I confirm that the information I have provided here is correct to the best of my belief and knowledge and I understand that any false information provided may lead to any future offer of employment being terminated or withdrawn.

SIGNATURE

PRINT

DATE

Please return completed application form:-

By email to michelle@bespokeconcrete.co.uk

by post to Michelle Walton, Operations Manager, Bespoke Concrete Products, Tynedale Works, Princess Way, Low Prudhoe, Northumberland. NE42 6PL

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Data protection statement

All of the information collected in this form is necessary and relevant to the performance of the job applied for. We will use the information provided by you on this form, by the referees you have noted, and the educational institutions with whom we may undertake to verify your qualifications with, for recruitment purposes only. The Company will treat all personal information with the utmost confidentiality and in line with current data protection legislation. We rely on the lawful basis of legal basis and our legitimate interests to process the information provided by you in this form.

Should you be successful in your application, the information provided, and further information which will be gathered at the relevant time, will be subsequently used for the administration of your employment and in relation to any legal challenge which may be made regarding our recruitment practices.

For more information on how we use the information you have provided, please see our GDPR privacy notice for job applicants which is below.

Job Applicant Privacy Notice

Bespoke Concrete Products Limited (referred to as "Bespoke Concrete Products Limited" or "the company" throughout this notice) collect and process personal data relating to job applicants as part of our recruitment process. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

This notice sets out the basis on which we collect, use and disclose the personal data of our job applicants, as well as your rights in respect of such personal data.

What information does the company collect and how? Bespoke Concrete Products Limited collect a range of information about you. This includes: your name, address and contact details, including email address and telephone number; details of your qualifications, skills, experience and employment history; information from interviews and phone-screenings you may have; information about your current level of remuneration, including benefit entitlements; information about your entitlement to work in the UK; and equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief. We may collect this information in a variety of ways. For example, data might be contained in application forms or CVs (including when these are sent to us as part of speculative applications or queries), obtained from your passport or other identity documents, or collected through interviews or other methods of assessment. We may also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer has been made to you. Data will be stored in a range of different places, including on your application record, in our HR management systems and our email system.

Why do Bespoke Concrete Products Limited process personal data? Bespoke Concrete Products Limited collect and process your data for a number of purposes and where we have a legal basis to do so, as follows. Bespoke Concrete Products Limited has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows us to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. We may also need to process data from job applicants to respond to and defend against legal claims. In some cases, we need to process data to ensure that we are complying with our legal obligations. For example, we are required to check a successful applicant's eligibility to work in the UK before employment starts. Bespoke Concrete Products Limited may process information about whether or not applicants are disabled so we can make reasonable adjustments for candidates who have a disability. Where we process other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes. Our processing of these types of data will be carried out to ensure you or us can meet our obligations or exercise our rights under law related to employment or (only where applicable) to enable us to establish, exercise or defend legal claims. We will not use your data for any purpose other than the recruitment process of which you are a part.

Who has access to data? Your information may be shared internally within the company for the purposes of the recruitment process. This includes members of the HR team, interviewers involved in the recruitment process, and managers in the business area with a vacancy. We will not share your data with third parties, unless your application for employment is successful and an offer of employment is made. We will then share your data with former employers in order to obtain references. In addition, we may need to share your personal information with a regulator or otherwise to comply with the law.

How does Bespoke Concrete Products Limited protect data? Bespoke Concrete Products Limited takes the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our personnel in the proper performance of their duties.

For how long does Bespoke Concrete Products Limited keep data? If your application for employment is unsuccessful (including when you have speculatively applied to us in respect of a role which is not available), we will hold your data on file for 6 months. At the end of that period, your data is deleted or destroyed (unless we need to retain it for longer to exercise or defend any legal claims). If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which employee data is held will be provided to you in a separate privacy notice.

Your rights As a data subject, you have a number of rights under data protection law. You can: access and obtain a copy of your data on request; require Bespoke Concrete Products Limited to change incorrect or incomplete data; require Bespoke Concrete Products Limited to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; object to the processing of your data where Bespoke Concrete Products Limited is relying on its legitimate interests as the legal ground for processing; or ask us to transfer your data to another organisation. If you would like to exercise any of these rights or if you have any questions about this notice or our processing of your data more generally, please contact michelle@bespokeconcrete.co.uk. If you believe that the company has not complied with your data protection rights, you can complain to the Information Commissioner's Office (<https://ico.org.uk/>).

What if you do not provide personal data? You are under no statutory or contractual obligation to provide data to Bespoke Concrete Products Limited during the recruitment process. However, if you do not provide the information, we may not be able to process your application.

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