

Job Role	
Job Title: Business Administrator	Responsible to: Subscriber Operations Manager
Responsible for: No line management responsibility	
Role Overview	
<p>The Motor Ombudsman’s mission is to provide the best ombudsman & dispute resolution service through passionate, engaged people, driving excellence in customer service across the automotive sector.</p> <p>We take PRIDE in what we do, and are committed to our values: Positive, Respectful, Impartial, Dynamic, Empowered.</p> <p>As a member of the Business Services Team, you will play a crucial role in ensuring an excellent service experience is provided to accredited businesses and their consumers, whilst delivering against set targets and KPIs.</p> <p>Working with the whole team, you will be responsible for providing administrative support to the team and assisting in the delivery of the planned operational activity relating to accredited businesses and additional income.</p> <p>We are looking for an individual with the potential and ambition to grow as the role expands over time.</p>	
Main Responsibilities & Duties	
<ul style="list-style-type: none"> • Respond promptly and professionally to both internal and external enquiries from accredited businesses, stakeholders, and internal colleagues. • Day-to-day management of the accredited business inbox and phone line. • Ensure the integrity and accuracy of TMO’s CRM database through prompt and effective handling of data requests and changes, particularly in relation to accredited business data. • Support the auditing process for accredited businesses upon first registration and annual renewal, including managing the process for self-assessments. • Manage the use of online references to TMO, the Motor Industry Codes, and ADR by accredited businesses from the independent sector and dealers. • Process orders for Welcome, Renewal, and Compliance Packs, along with other promotional materials, on behalf of accredited businesses. • Provide assistance in organising TMO events, Committees, Forums, and account management meetings as necessary; ensuring thorough preparation for meetings and execute follow-up actions as required. • Act as notetaker at accredited business committee meetings. • Provide administrative support to Business Services team as required. • Any other ad hoc duties as required. <p>We offer:</p> <ul style="list-style-type: none"> • Flexible Working • 25 Days Annual Leave • Performance and Company Bonus Scheme • Hybrid working Policy: Currently 1 day a week in the Office (Maximum 8 days in the office per month) 	

Person Specification: Experience, Skills & Attributes and Knowledge

- Ability to multi-task
- Strong attention to detail
- A team player, with great interpersonal skills who is willing to embrace and uphold company values
- Excellent organisational skills
- Ability to communicate clearly, both verbally and written, across all levels of the organisation
- Ability to work to individual and department targets and KPIs
- Highly self-motivated individual with a positive and proactive attitude that can work in a team or under their own initiative
- Ability to manage own time and work within set timescales
- Confident and professional manner when dealing with people
- Proficient in Microsoft Office applications
- Experience of using CRM systems such as Salesforce

	Level 1-2	Level 3-4	Level 5-6
Customer Focus		X	
Communication		X	
Continuous Improvement	X		
Working Effectively		X	
Problem Solving & Decision Making	X		
Teamwork		X	
Specialist		X	