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| **Job Role** | | |  |
| **Job Title:** Business Services Administrator | **Responsible to:** Subscriber Operations Manager | | |
| **Responsible for:** No line management responsibility | | | |
| **Role Overview** | | | |
| 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.  We take **PRIDE** in what we do, and are committed to our values:  **Positive, Respectful, Impartial, Dynamic, Empowered.**  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.  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. | | | |
| **Main Responsibilities & Duties** | |  | |
| * Overall responsibility for managing the process and day to day responsibility for responding to email and phone queries received from accredited businesses * Provide daily administrative support to the business services team on accredited business registrations, renewals, bulk renewals, compliance and revenue generating services * Provide regular reporting of performance against all agreed key metrics * Contribute to the collation of key KPIs on a monthly basis and for Board and senior meetings as required * Process business registrations and renewals on a daily basis, including any required account updates on the system * Manage and support the accounts invoice production process for business services functions, including daily review of bank payments and creation of “opportunities” and Direct Debits on the system as necessary * Help set up account management meetings and any other accredited business events as needed; support meeting preparations and follow-ups as required * Process Code Shop orders as required * Assist with the project to improve accredited businesses’ display of TMO logo by regular checks of relevant websites * Maintain accurate up-to-date data on company systems * Drive business efficiency by ensuring an efficient and organised workspace is maintained, including maintenance of The Motor Ombudsman Business Services online workspace in the group shared drive * Support the independent business self-assessment process, including by getting in touch with accredited businesses. Provide 121 help to subscribers on self-assessment / compliance as needed   **We offer:**   * 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 * Excellent attention to detail * Embrace and uphold TMO values * Excellent time-management skills * Excellent organisational skills * Able to communicate clearly at all levels with a good standard of spoken and written English * 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 * Excellent time-management and prioritisation skills; Ability to manage own time and work within set timescales * Confident and professional manner when dealing with people * A team player, with great interpersonal skills * Proficient in Microsoft Office applications * Experience of using CRM systems such as Salesforce | | | | |

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|  | **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** |  |