

## Role profile

<b>Role title:</b>	<b>Operations Support Co-Ordinator</b>
<b>Reports to:</b>	<b>Head of Recruitment and Ops Support</b>
<b>Department Head:</b>	<b>Central Operations Director</b>
<b>Location:</b>	<b>Head Office Based</b>

## **Purpose and Key Responsibilities**

- To check and process all tenancy changeovers for pubs under instruction from Business Development Managers in line with Statutory Pubs Code including preparing all necessary documentation
- Processing Mid Term adjustments and implementing billing lines on Navision
- Raising PO's for F&F orders and distributing reports internally
- To complete and update trackers daily (Excel)
- Sending Meeting Notes to licensees in line with Statutory Pubs Code
- Co-ordinating and Administering Regional Lettings Calls
- Adhering to Code of Practice process for Long Term Tenancy Agreements
- To chase outstanding paperwork from Business Development Managers
- To advise internal office staff and external suppliers of tenancy changes
- Setting up licensees accounts on Navision including billing lines
- Liaising with Estates Managers and Regional Operations Directors across the business
- To process all assignment of lease instructions from Business Development Managers
- To provide admin support to Operations Directors, Estates and Business Development Managers
- To deal with incoming post/general correspondence for Operations Directors, Estates and Business Development Managers
- Setting up licensees accounts including billing lines and updating Premises information on an internal data base (Navision)
- Dealing with Notice to Quit letters and issuing on behalf of the company
- Processing all product discount forms from Business Development Managers
- Arranging Inventories/valuations for Business Development Managers
- Liaising and actioning internal queries from other accounts, credit control and telesales
- Completing agreements in line with departmental KPIs
- Ad hoc reports and tasks as required
- Work within the guidelines and always maintain GDPR requirements.

## **Skills and Experience**

- Ability to build strong relationships across multiple departments
- Word, Excel and Outlook skills (including Inbox management and mail merge) essential
- High degree of accuracy and attention to detail
- Enthusiastic and motivated individual
- Strong communication skills
- Ability to work under pressure and able to meet tight deadlines

- Organised and proactive approach to working by demonstrating versatility and flexibility. The ability to work on your own is a must but equally be able to work as part of a team.
- Be able to work at pace in a forever changing environment
- Previous experience in processing tenancy agreements is desirable but not essential

### **Working Arrangements:**

This position is Head office based with the expectation of office working for 5 days per week.

### **Admiral Taverns Values and Behaviours**

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.



#### **Behaviours**

1. Clarity for all
2. Positive attitude
3. Passion to succeed
4. Collective accountability
5. Mutual trust

6. Achieve together



**Behaviours**

1. Show empathy
2. Listen and understand
3. Support, guide, develop
4. Communicate clearly
5. Recognise and appreciate
6. Respect each other



**Behaviours**

1. Don't fear failure
2. Make impossible possible
3. Innovate and motivate
4. Remove barriers
5. Aim higher
6. Make a difference



**Behaviours**

1. Take ownership
2. Can do attitude
3. Exceed expectations
4. Aim high
5. Challenge positively
6. Deliver on time

