

## Role profile



**Role title:** Utilities Administrator  
**Reports to:** Utilities Manager  
**Department Head:** Commercial Director  
**Location:** Head Office Based

### Objectives of the role

- To provide administrative support to the Utilities Manager & wider Admiral business in the effective and timely management of utilities services to our pubs.
- Ensuring the utilities administration is managed efficiently and accurately.
- Deliver excellent customer service to all areas both internal and external.
- This role is office based but may involve some occasional travel to our pubs, suppliers and field-based colleagues as required.

### Key Responsibilities

- Liaising with Admiral's Business Development Managers, brokers & external 3<sup>rd</sup> parties to ensure tenant changes are managed through to completion
- Maintenance of an internal utilities database ensuring all Admiral liability invoices are accurate before being passed to finance for processing & payment
- Any discrepancies or queries are raised to the relevant party and managed through to accurate completion
- Manage 3<sup>rd</sup> party customer portals
- Assist in resolving customer and supplier queries
- Manage incoming post/emails/phone calls & general correspondence
- Assist in resolution of aged queries
- Ad hoc tasks as required
- Ensuring consistency and integrity is maintained at all times to Admiral's values and brand.

### Skills and Experience

- Great organisational skills and ability to prioritise and work to tight timescales.
- Accuracy and attention to detail is critical to this role
- Excellent communication and interpersonal skills, (written and verbal).
- Ability to build strong relationships across internal departments
- Enthusiastic and self-motivated individual
- Computer Literate; Excel, Word and Outlook including Inbox management.
- Pro-active and results driven.
- Strong customer service instincts and an ability to consider affected stakeholders and support them as needed.
- Ambitious, confident and a quick learner

## Working Arrangements:

This position is Head Office based with the expectation of office working 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.



### WE WORK TOGETHER IN A POSITIVE AND INCLUSIVE WAY

Collaboration and accountability  
Be supportive and open  
Motivate yourself and others



### WE RESPECT AND CARE ABOUT OUR TEAM, LICENSEES AND OPERATORS AND DEMONSTRATE THIS IN OUR ACTIONS

Honesty and integrity  
Empathy and compassion  
Communicate with clarity to all



### WE STRIVE TO MAKE THINGS BETTER

Take ownership and lead by example  
Give and accept positive challenges  
Deliver ambitious results

**Admiral Taverns is committed to equal opportunities for all and to the provision of a diverse and non-discriminatory working environment.**

