Job Description

Job Title: Procurement Administrator

POSCODE: 333011842

Grade: 6

Overall purpose of the job

To support and liaise with schools in relation to orders for ICT equipment and support services, providing administrative support to colleagues and the wider organisation. Ensuring the order process is followed and completed accurately, in a timely manner and meeting customer expectations.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	Work with school staff and internal colleagues to help identify the most appropriate ICT solution to meet the school need, assisting in the preparation of orders and enabling informed purchasing decisions to be made by the school.
2.	Follow internal processes and manage customer expectations, undertaking all associated administrative duties. Escalate any issues to their line manager.
3.	Liaise with the wider service to ensure orders are delivered and installed as agreed with the school, using the internal CRM system to record and notify appropriate resources
4.	Process school orders and invoices as required
5.	Develop and maintain a good understanding of hardware and software products and services in order to provide accurate and timely advice.
6.	Maintain the ICT Service Product Catalogue, ensuring prices and relevant data is kept up to date
7.	Monitor the Sales email account to ensure that order requests are logged in the system and queries are escalated appropriately
8.	Strive to achieve high levels of customer satisfaction.
9.	Drive the revenue generation and profitability of the service wherever possible.
10.	Demonstrate an awareness and understanding of equality, diversity and inclusion.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*
We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

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Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to A Level standard or equivalent proven experience		Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
ICT experience	Good understanding of modern technologies in a wide range of environments, ideally in schools	Essential
Skills		
Ability to establish and maintain effective working relationships with a wide range of people		Essential
Ability to express complex information and ideas orally and in writing in a manner which is appropriate, logical, well structured, accurate and meaningful to the audience.		Essential
Ability to work as part of a small team		Essential
Ability to plan and prioritise workloads effectively		Essential
Experience	Give an idea of the type and level of experience required **do not** specify years of experience.	
Experience of working in ICT procurement	Able to demonstrate an ability to provide concise and accurately costed ICT proposals based on user requirements	Desirable
Experience of working in a customer-facing environment	Able to professionally liaise with customers both verbally and in writing	Desirable
Experience of working in the education environment		Desirable
Equality, Diversity and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	

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Safeguarding *(include for roles working with children/vulnerable adults)*	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.

Disclosure level

What disclosure level is required for this post?	None	

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid X	Field	Remote	Mobile

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