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|---------------------------|---|
| <b>Title of Position:</b> | <b>Business Administrator</b>   |
| Based at:                 | Central London – Office Based   |
| Hours of work             | 8am to 5pm  |
| Reporting to:             | Pre-Construction Manager  |
| Direct Report(s)          | Not Applicable  |
| Working Relationships:    | Colleagues, Clients & Suppliers   |
| Job Summary:              | To ensure that all operational business administration duties are carried out to a professional standard in support of the commercial managers. |

## About Us

Established in 1759, Sykes & Son Limited is the UK's oldest independent building contractor. Trading for over 260 years, Sykes has evolved from a small specialist contractor – a glazier, plumber, decorator, and small builder – into a medium sized, multi-discipline contractor with an annual turnover of £30m.

The company has three main workstreams: Building, Mechanical & Electrical and Maintenance. This diversity of self-delivered services allows us to offer a “one stop shop” solution to our clients. Furthermore, we have the flexibility to carry out minor works through to multi-million-pound projects.

We are incredibly proud of the part that we have played in restoring, building, refurbishing, and maintaining our capital's heritage over the years. From royal palaces to world renowned museums, galleries, and universities, we continue to forge long-term working relationships at London's finest buildings.

## Key Responsibilities and Accountabilities

- Operational Contract Support:
  - Aid the City of London MTC team in managing inquiries and job data.
  - Assist with work related to any required O&M manuals.
- Bid Management Support:
  - Maintain and ensure the accuracy of the tender database with all necessary information.
  - Handle filing and associated requirements to support tenders.
  - Assist with specific tasks related to tenders and other PQQ requirements.
  - Proactively monitor tender portals for opportunities and handle document loading/uploading as needed.
- Opportunities:
  - Support the introduction of the Unite software module in Business Central and serve as a focal point for assisting commercial staff in using it.
  - Support the development of the module as needed.

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| <ul style="list-style-type: none"> <li>• <b>Contacts Management:</b> <ul style="list-style-type: none"> <li>▪ Gain an understanding of the contacts structure and usage in the Business Central system.</li> <li>▪ Serve as the first point of contact for the management and upkeep of contacts.</li> </ul> </li> </ul>   |
| <ul style="list-style-type: none"> <li>• <b>Marketing Support:</b> <ul style="list-style-type: none"> <li>▪ Assist in the development of documentation required to promote the Company.</li> <li>▪ Administer requirements for marketing/technical functions conducted by the Company, including liaison with attendees.</li> <li>▪ Be responsible for maintaining agreed and approved news flow and social media-related postings (internal and external).</li> </ul> </li> </ul>   |
| <ul style="list-style-type: none"> <li>• <b>Other:</b> <ul style="list-style-type: none"> <li>▪ Provide administrative support to the wider building team, including developing project programmes and spreadsheets, updating contract schedules, and handling other ad-hoc duties.</li> <li>▪ Offer ad-hoc support for the site, including printing drawings and collecting required information.</li> <li>▪ Undertake specific project work related to supply chain and data support for the broader business, including work related to maintenance of key subcontractor data.</li> <li>▪ Cover reception area as and when required.</li> </ul> </li> </ul> |

| Competencies        | 1 – Not required<br>2 – Rarely required<br>3 – Sometimes required<br>4 – Required most of the time<br>5 – Required all the time |   |   |   |   |
|---------------------|---|---|---|---|---|
|                     | 1   | 2 | 3 | 4 | 5 |
| Technical           | 1   | 2 | 3 | 4 | 5 |
| Communication       | 1   | 2 | 3 | 4 | 5 |
| Teamwork            | 1   | 2 | 3 | 4 | 5 |
| External Awareness  | 1   | 2 | 3 | 4 | 5 |
| Resource Management | 1   | 2 | 3 | 4 | 5 |

| Personal Attributes / Aptitudes and Skills | Essential   | Desirable |
|--|---|-----------|
| Education needed for this role             | <ul style="list-style-type: none"> <li>▪ GCSE Maths and English C grade or equivalent qualification</li> </ul>                            |           |
| Training needed for this role              | <ul style="list-style-type: none"> <li>▪ MS Office</li> <li>▪ Excellent Customer service skills</li> <li>▪ Excellent IT Skills</li> </ul> |           |

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|--|--|--|
| Experience needed for this role          | <ul style="list-style-type: none"> <li>▪ General exposure to demands of varied time and client management</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Two years' experience in a similar role</li> </ul>  |
| Personal attributes needed for this role | <ul style="list-style-type: none"> <li>▪ Can-do attitude and willingness to be make a difference.</li> <li>▪ Professional &amp; Ethical</li> <li>▪ Excellent communication skills</li> <li>▪ Outgoing demeanour</li> <li>▪ Ability to work unsupervised</li> </ul> | <ul style="list-style-type: none"> <li>▪ Ability to plan.</li> <li>▪ Ability to prioritise tasks.</li> <li>▪ Enthusiastic</li> </ul> |
| Aptitude needed for this role            | <ul style="list-style-type: none"> <li>▪ Sound literacy and numeracy skills.</li> <li>▪ Organised</li> </ul>   |  |
| Skills needed for this role              | <ul style="list-style-type: none"> <li>▪ Good with Microsoft Office (Ms Word, Ms Excel, Ms Outlook)</li> <li>Ability to use Internet</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Good with Ms PowerPoint, Ms Project Ms Business Central</li> </ul>                          |

## Benefits

- Life Assurance
- 25 days annual leave + 8 Bank holidays
- People's Pension Scheme (EE 5%, ER 3%)
- Cycle to Work Scheme
- Access To Mental Health First Aider
- Refer a Friend to Work Scheme
- Discretionary Bonus
- Smartphone, Laptop
- Professional Development
- Occupational Health Support
- Employee Assistance Program

If you are interested in this role, please email your CV to [careers@sykes1759.co.uk](mailto:careers@sykes1759.co.uk)