

JOB DESCRIPTION

Job Title: Senior Office & Network Services Administrator

Department / Business Unit: Global Network

Location: Paris

Reports to (job title): Regional Operations Head

JOB PURPOSE

To make sure that all work related to day-to-day network management is sorted and carried out promptly and effectively, so there are no administrative obstacles to achieve planned growth in candidates and revenue and to support the Regional Business Partner Manager in the day-to-day running of the Paris office.

PRINCIPAL ACCOUNTABILITIES

Paris Office

General Office Administration:

- Liaison with all office suppliers and service providers, raising of purchase orders, timely payment of invoices, expenditure tracking, return of office expenses reports, recording of pre-and post-approvals and checking of staff credit cards & cash passport reports, ensuring compliance with financial regulations.
- Dealing with incoming/outgoing mail, with incoming calls and answering queries from customers, passing more complex support enquiries upstream; reception desk, ensuring the office is presentable at all times.

Europe

- To provide full front-line support to all BULATS Agents in the region, including full information on tests and test administration, delivery issues, and training, and to assist the Regional Operations Head in the opening of new agents, in the evaluation and revision of authorisation to existing agents and in the organisation of annual agents' meetings.
- To support Regional Operations Head with quality assurance procedures in the delivery of tests, including venue centres, ensuring that all Cambridge English standards are met to.
- To accurately record, investigate and manage all incidents on behalf of Cambridge English customers, ensuring that all customer enquiries to the Cambridge English Paris office 'service desk' are dealt with effectively and appropriately. The primary focus will be to form and develop a multi-skilled customer response, able to deal with a wide range of test administration queries to a high standard.



- To take an active role in the testing of new test administration processes and in Cambridge English projects, as required by management, including local language documentation and other projects currently organised by Network Services.
- To challenge and review existing processes in order to improve efficiencies to activities and services, ensuring that all process are delivered to schedule and enhance customer service

KNOWLEDGE, SKILLS & EXPERIENCE

Qualifications

- Educated to degree level
- Strong computer literacy
- French and English at least C2 level

Skills

- Very analytic, well organised multi-tasker.
- Excellent written and oral communications skills.
- Thinking skills required to implement new procedures and ways of working.
- Good working knowledge of MS Office products.
- Ability to coordinate activity across a wide area of work and to a large number of key customers.

Experience

- Experience of providing a high level of customer service
- Experience in administrative management, budget management and accounting processes.

Behaviours

- Works on own initiative and also as part of a closely knit team
- Will go the “extra mile” to make sure the customer receives an excellent level of service
- Looks to evaluate processes and procedures to identify improvement opportunities
- Maintains a consistent level of high performance under pressure