

Japanese Knotweed Ltd specialise in the control and eradication of Japanese knotweed, throughout the UK. We mitigate and solve the problems knotweed causes for property developers, construction companies, corporate clients, local authorities, housing associations and private home owners. We pride ourselves on offering the best service in the industry.

Our people are brilliant – they are self-motivated and dedicated. They are reliable and conscientious, and all share the same vision. Collectively they make us a market leader, energized by delivering an outstanding service to our customers with transparency and accountability.

We need the best people to work for us – is this you? We like you to take ownership of your role and to enjoy doing what you do best in a friendly and caring workplace - Is this what you are looking for?

The Role - Administrator

We are looking for an experienced and excellent **Administrator** to join our team at the Eastcote office (**Eastcote, HA4 9XA**).

The Responsibilities and Tasks:

- Looking after our clients via email and phone and delivering excellent customer service.
- Using Mymaps, Google maps and Excel Spreadsheets, for planning and arranging knotweed treatment visits for our Area Technicians and Surveyors. Researching the web for route planning and acquiring journey data.
- Using a diary management system such as Asana for populating the Area Technician/Surveyor diaries with their appointments.
- Using SharePoint to keep accurate records.
- Booking accommodation.
- Answering the team's group telephone.

The Skills and Experience Required:

If you consider yourself to be an experienced administrator with an excellent telephone manner and you are confident in dealing directly with clients, you may well be the person we are looking for.

Do you have experience with planning and organising the work of others? Are you brilliant at customer care and service and experienced in dealing with high volume calls and enquiries? – if so, this could be the right job for you.

Do you have a good level of capability with IT and MS Office functions?

The Work Times

May to October (6 months) –Monday to Friday - 8.00 to 17.00 half hour lunch.

Nov to April (6 months) - Monday to Friday - 8.30 to 16.30 half hour lunch.

The Salary and Benefits

Salary range £22,656 to £23,500.

11 days holiday - **Summer period** – May to October

12 days **holiday - Winter period** – November to April (4 for the Christmas Shutdown).

8 days holiday - **Bank holidays**.

Holiday buy back scheme - up to 17 days during the winter holiday period.

Birthday, Christmas and special occasion gifts

Company events and breakfasts

If you are interested in applying for this role and in joining our company, please email us at hr@knotweed.co.uk with your CV and tell us about yourself.