

Administrator – Professional Services Delivery

As a Digital Transformation Partner, we accompany companies into the digital future. Our range of IT solutions includes consulting, implementation, services and the operation of IT systems. Our Customers benefit from our extensive expertise and our innovative portfolio that covers the IT requirements necessary for a successful digital transformation.

Worldwide, we employ over 3,000 employees and have offices in Germany, Austria, Switzerland, Belgium, The UK and The U.S.A. The CANCOM Group is headed up by Thomas Volk (CEO), Rudolf Hotter (COO) and Thomas Stark (CFO) and the company's headquarters is in Munich.

We are now recruiting for an Administrator to join our Professional Services Delivery Team, based in Wisborough Green. Reporting directly to the Head of Resource Delivery, you will be responsible for completing day to day administration tasks efficiently and accurately and ensuring all internal databases are up to date. This is a great opportunity for somebody who loves working with people as you will form great working relationships with both our resourcers and clients. The ideal candidate will be a self-starter with a keen eye for detail and have excellent planning and organisational skills.

Key Responsibilities:

- Acts as an initial point of contact for internal teams to arrange interviews, offers, updates or further qualification on opportunities;
- First point of contact to support Coordinator, Professional Services Delivery;
- Administration around Security Clearances ;
- Ensures deployed teams are on-boarded and off-boarded against company policy as per internal process;
- Ownership and maintenance of our customer portals;
- Monitor internal mailboxes;
- Update and maintain internal candidate database;
- Support the recruitment team on recruitment campaigns;
- Administration of the recruitment database;
- Prepare and organise candidate CV's;
- Monitor customer and internal SLA's – responsible for escalating issues in a timely manner;
- Support with timesheet and invoicing compliance;
- Ad-hoc project work and tasks on a demand basis.

Skills & Experience:

- Previous experience working in a similar environment, preferably within an IT Services company
- Excellent administrative skills;
- Excellent communication skills both oral and written with the ability to articulate an opinion effectively;
- Build business relationships, both internal and external
- Proficient in the use of Microsoft packages including Word, Excel and Outlook;
- Focused on delivering high levels of customer service;
- Good organisational skills, with the ability to prioritise work and to work to tight deadlines
- Ability to carry out tasks to a high standard with a keen eye to detail and thorough approach to their work;
- Ability to respond quickly and efficiently to queries;
- Creative approach to resolving issues, knowing when to escalate issues;
- Team player – understands the importance of collaborative working.
- Flexible with a “can do” approach;
- A self-starter with the ability to work independently with minimal supervision;
- Good interpersonal skills, the ability to work cross-functionally and interact confidently with multiple stakeholders;

- Excellent planning and organisational skills with the ability to prioritise, manage time effectively and work to tight deadlines;
- A self-starter with the ability to work independently with minimal supervision;
- Flexible with a “can do” approach;
- The ability to work calmly under pressure;

Location: Based from OCSL Headquarters at Wisborough Green (Guildford 30 minutes, Horsham 20 minutes).

Hours: 9.00am to 5.30pm / Monday to Friday. (37.5hrs per week)

Salary: £20,000 - £23,000 depending on experience.

Benefits & Perks:

Includes: 25 days annual leave, long service award, life assurance, healthcare cash plan, employee assistance programme, on-line discounts & savings platform, free parking, free fruit, spot bonus scheme, recruitment bounty scheme, free fruit Monday, dress down Friday, Fundraising, Sports & Social club.

Start date: ASAP

Additional Information:

- Must have the right to live and work in the UK.
- Due to our location, access to own transport is essential.

To Apply: Please include a covering letter (which includes salary expectations) along with your CV outlining the skills and experience that make you the ideal candidate for this position.

Think you'd fit in? Surprise us at careers@ocsl.co.uk

We look forward to hearing from you!

About us

Join us at the forefront. Put your talent to the test. Make leaps in your field. OCSL is a creative, collaborative place, delivering transformative results with remarkable technology for remarkable clients daily. Working here is challenging, rewarding and exciting. We welcome adaptable, enterprising professionals and invest heavily in their development.