

CV Library

Administrator/Labour planner

Job description

We are currently looking for administrator/labour planner for our client that is based in busy food production site in Dudley working Monday to Friday 8.30am-5.30pm.

The purpose of the role is to assist the General Manager and lead the site Engineering to ensure the factory requirements are met in line with the business requirements

Main Duties & Responsibilities

As a key member of the Factory Team, the Labour Planner and Site Administrator is responsible for managing the daily / weekly labour planning of the factory production lines, as the Site Administrator you will be the first point of contact for customers and suppliers you will be assisting with and administrating site projects. Your responsibilities also include Employee welfare and support, liaising with internal HR and our external Labour Agency to ensure an efficient labour supply according to the labour plan and the effective administration of our employees.

Specific tasks include please note that this list is not exhaustive

Effective labour planning that meets the production planners requirements

Liaise with the Agency to provide staff to meet the daily labour plan

Reconciliation of daily / weekly permanent staff and agency hours against companys systems

Employee holiday planner upkeep and rules applied

Upkeep of employee training database in line with Customer / companys expectations

Customer point of contact meet and greet on the premises.

Employee contact for HR administration

KPI Measures to be put in place to measure Line Leader adherence to quality checks

Utilise and promote the use of internal system in order to streamline processes and communicate effectively across the business.

Coach and Manage staff in line with companys behaviours

Be a role model for others at all times and demonstrate the companys behaviours

Ensure the business maintains safe ways of working

Provide Safe Systems of Work and procedures

Report all issues that compromise an individual or the business

Ensure all Visitors are booked to site in accordance with site rules

Ensure all new employees are inducted on to site

Ensure labour requirements meet production plan

Presentation of the front of house is maintained to companys customer standard

Ensure 99 matching on Agency invoicing

Staff Canteen and rest room facilities are at an agreed standard and checked daily

Key Performance Indicators KPIs

Plan Attainment ATP - 95

100 Induction for employees on day one

Training matrix attainment - 99

Gatekeeper for:-
For customer sample distribution
General Post
Petty Cash and local purchase

Rules of Engagement
Two weeks fixed planning horizon
Changes within the fixed period to be authorised by
All information and tools for job required to be in place before agreed start

Job summary

Job ID
17961560
Posting Date
06/08/2015
Location
UK-MID-West Midlands
Industries
Staffing/employment agencies
Job type
Full time
Salary
13,942.00 - 13,942.00 per year
£7.15/hour
Job reference code
202749253

reed.co.uk

Helpdesk Advisor

Job description

We are currently recruiting for an experienced Helpdesk Advisor for a well established and expanding automotive organisation based in Smethwick. This is a long term temporary position offering an immediate start paying £8.00 per hour.

The purpose of the role is to support customers UK wide with an efficient helpdesk service and to ensure the timely arrival of engineers to their sites to resolve breakdowns or issues with the customers vehicles.

Daily duties will include:

- Taking volume inbound calls from business customers
- Logging all calls on the CRM system and detailing the fault or issue in detail
- Allocating breakdowns to 3rd parties where appropriate
- Allocating out of hours breakdowns directly to the engineering team
- Chasing internally for progress of the call out and proactively updating the customer
- Ensuring all call outs are attended by the engineer within the agreed SLA period
- Organising replacement vehicles whilst work is carried out, when appropriate

The hours of work total 40 hours per week to be worked on a shift pattern. During training the hours of work will be 8am - 5pm Monday to Friday. Once trained within the post you will then complete a shift pattern working 2 weeks at 6am - 3pm and 11am - 8pm. You may also be required to cover weekend working with occasional shifts of 8am - 8pm, for which overtime or shift allowance will be paid.

Suitable applicants will have experience from within a busy and pressured support or help desk environment. You will ideally have worked within one of the following roles previously: Helpdesk Advisor, Support Desk Advisor, Customer Service Advisor, Customer Service or Call Centre Agent.

To apply please select the apply button.

Pertemps is an Equal Opportunities Employer

Job summary

Job ID

17955523

Posting Date

05/08/2015

Location

UK-MID-Smethwick

Industries

Staffing/employment agencies

Job type

Full time

Salary

8.00 - 9.00 per hour

Job reference code

27705312

Application methods

West Bromwich Commercial

Beauty Boutique Studio

Beauty Therapist

Job description

Beauty Therapist required to work 28 hours per week, but with flexibility.

Must have previous proven experience in threading and waxing. Candidate must hold NVQ level 1.2 and 3 in beauty. Will be working in a busy environment so good customer services skills are essential. Will be link selling to customers, giving facial treatments and massages. Must hold a certificate in the beauty sector. Must be flexible to work late nights until 9pm. Immediate start

Please email eccobeautyboutique@hotmail.co.uk

Job summary

Job ID

17938737

Posting Date

06/08/2015

Company

Beauty Boutique Studio

Location

UK-MID-Brierley Hill

Industries

Personal care products and cosmetics

Job type

Part time less than 30 hours

Salary

Meets National Minimum Wage

Application methods

Email: eccobeautyboutique@hotmail.co.uk

Royal Bank of Scotland Group

Complaints Handler

Job description

The Requirements

Business Banking people at RBS work together to give great customer service, removing costs and transforming the RBS brand by making the experience of banking with RBS the best it can possibly be. Our people are key in helping us achieve this, which is why we place a high priority in recruiting the very best people with the right skills, experience and behaviours. You can make the most of your experience and personality in a role with us.

We are looking for successful candidates to take ownership of complaints transferred in to the team or correspondence relating to new complaints and resolve these in accordance with the Group Complaint Handling Standards and guidance on fair outcomes and redress.

What you'll do

- Take ownership of the complaint and undertake any investigation required
- Ensure a fair outcome for the customer is achieved and due consideration is given to distress, inconvenience and financial loss
- Ensure all complaints are fully, accurately and consistently logged on the complaints management system (CMS) or complete where another member of staff has captured initial information

What you'll bring

- Passion for outstanding customer service and good attention to detail
 - Excellent verbal and written communication
 - Proven ability to manage and defuse conflict
 - Proven ability to resolve disputes and agree a fair settlement
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- Full Time
 - Monday - Friday 8.00 - 18.00 and Saturday 8.00 - 16.00
 - Some weekend and Bank Holiday work may be required
 - Your actual working hours will be discussed at interview

We have an extensive induction training programme to ensure you are able to meet the full requirements of the role. The induction training is run over a 4 week period and includes a wide variety of learning activities, within a classroom environment and some within a branch.

The Rewards

Upon joining the team you will receive an attractive reward package of between £18,593 and £21,250pa. (pro rata for hours worked).

The Bank is recognised as having one of the most innovative and flexible reward programmes in the financial services sector, which means you can take it all as salary, use it to contribute to your pension or select from a great range of benefits.

You will also have the opportunity to participate in a bonus scheme linked to helping our customers and the success of the business.

Also included is a generous holiday allocation of 33 days per year, made up of 25 days plus 8 bank holidays (pro rata for hours worked)

Our extensive range of benefits includes discount vouchers for popular high street stores, discounted protection products such as life assurance and private medical cover, as well as childcare vouchers and other attractive options.

Job summary

Job ID

17965412

Posting Date

05/08/2015

Location

UK-MID-Birmingham

Industries

Banking and consumer lending

Job type

Full time

Job reference code

37455-1A