



Together,
we are a team

Specification Administrator

Contents

Background	4
Specification Administrator	6
Requirements	7
Training	8
Benefits of working for Tobermore	9
Testimonials	10
Well-Known Schemes	12
The Team	13



**Trust
Tobermore**



75 Years & counting

Background

Tobermore is a European Quality Award winning company. We are a UK based paving and walling manufacturer specialising in the supply of world class landscaping materials including block paving, paving flags, kerbs, edging and walling products for both the domestic and commercial markets throughout the UK and Ireland.

Our customer service

Our approach to customers provides reassurance and confidence that we listen to their needs, which makes us the supplier of choice. Tobermore seek to build lasting relationships with our customers by surpassing their expectations in quality and service. We believe in conducting our business in a manner, which achieves sustainable growth whilst maintaining a high degree of integrity, trust, honesty and teamwork.

Our business processes

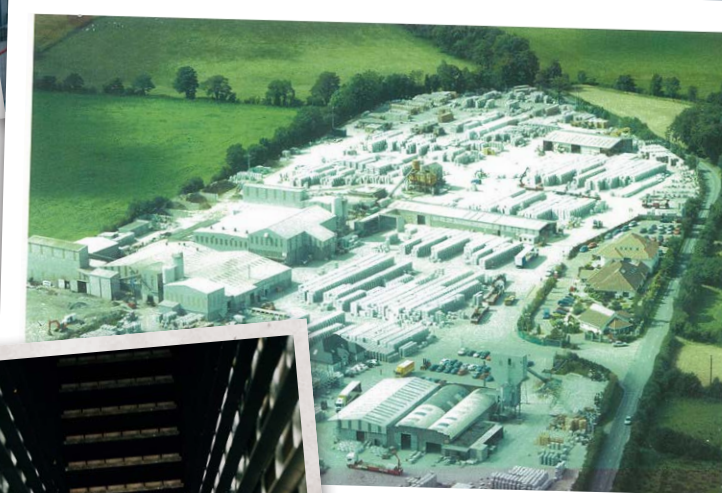
We make it easy for customers to do business with us. We have put the correct processes in place so customers find it easy to deal with us and get the products and information they require faster than our competitors.

Our products

We provide our customers with a market leading choice of products to suit all project requirements. Our product quality throughout the years continually meets and surpasses customer expectations. Tobermore has received many other accolades to further support the company ethos of excellent customer service whilst providing high quality products. Tobermore is also an accredited ISO14001 and ISO9001 company.

Our people

Our people are the backbone to our company. They understand the importance of customer relationships. People buy from people. Our success is a testament to how customers appreciate our staff that have been trained and developed to deal professionally with all customer requirements.



Specification Administrator

Division

GB Sales

Reports To:

Head of Specification and Specification Team Leader

Job Summary

To provide administrative support to the GB Specification team.

Key Responsibilities:

1. Note taking
 - updating contact cards
 - updating opportunities- including notes and fields
 - ✓ Unless SE/ SM prefer to do this themselves
 - ✓ If Spec Team want to complete this themselves- they put a clear note in capital writing that this has been completed
2. Setting up new opportunities
3. Setting up new accounts
4. Updating contact cards with direct numbers
5. Closing down opportunities; duplicates (copying over notes)
6. Meeting Minutes/ Notes
 - ✓ For occasional team meetings/ workshops/ strategy sessions, Specification Administrator may be asked to take minutes/ actions (at the request of AM, AP, LG)
7. NBC Chorus- exporting data monthly and ensuring this is recorded on dynamics for us to maximise it's use
8. Connections and Referrals
 - ✓ The Specification Administrator is responsible for logging and set regarding all connections on Dynamics from the Spec Team meetings
 - ✓ Send follow up emails to these connections/ referrals to ensure the correct targeting strategy is being carried out
 - ✓ Please follow the Connections/ Referrals Follow Up Procedure on this
9. Demonstrate the company values (H.E.A.R.T) in every task and colleague/customer interaction daily.
10. Any other duties as required.

This job description is not exhaustive and serves only to highlight the main requirement of the post holder. The job description will be reviewed regularly and may be subject to change.

Requirements

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">▪ 5 GCSE's including English & Maths A – C	<ul style="list-style-type: none">▪ A Levels / Degree
Experience	<ul style="list-style-type: none">▪ 6+ months of administration experience	<ul style="list-style-type: none">▪ 1 year + experience in an office environment▪ Previous order entry experience.▪ Proven track record in sales▪ Telephone experience▪ CRM experience▪ Proficient excel user
Knowledge, Skills & Competencies	<ul style="list-style-type: none">▪ Very well organised person▪ Self-motivated▪ Ability to work as part of a team and independently▪ Great communication skills▪ Ambitious and keen to succeed and progress▪ Time management▪ Adaptable to change▪ Engaging▪ Team player▪ Ability to plan daily tasks▪ Positive outlook▪ Persistent▪ Systematic▪ Can do attitude	<ul style="list-style-type: none">▪ Knowledge of the construction industry

Training

A comprehensive 6 week Training Program will be provided, covering all aspects of our business, including:

- **Business Strategy**
- **Technical Product Training**
- **Tobermore Design Services**
- **Manufacturing Process**
- **Joint Call Days with Colleagues**
- **Health & Safety**
- **Dynamics, Project Pipeline & Systems Training**
- **Planning & Time Management**
- **Marketing**
- **IT**
- **Minute Taking**
- **Auditing**
- **General Administration**



Benefits of working for Tobermore



Competitive Salaries
The salary for this role is negotiable depending on experience.



Bonus
A bonus scheme is included in the remuneration package for this post.



Pension
You will be eligible to join the organisation's contributory pension scheme



Annual leave
Your annual leave entitlement will be 30 days. Annual leave entitlement increases with service.



Holiday Purchase Scheme
We have a holiday purchase scheme available for all employees.



Being part of an Award Winning Company
'One to Watch' for Successful Workplace Engagement, won the European Foundation for Quality Management (EFQM) Business Excellence Award.



Listed as Top 100 Company NI
Belfast Telegraph.



Opportunity for Flexible Work Life Balance



Corporate Social Responsibilities Employer



Company Branded Clothing



Career Progression Path



Connected Employee Well-being App
BHSF Connect Well-being Employee App – 24/7 Employee Support



Payroll Giving Employer.



Long term career prospects
Growing and financially stable family business.



First class working environment
Newly refurbished & enhanced headquarters building.



Complimentary Employee Events.



Length of Service Awards.



Very strong emphasis on training
(internal & external), mentoring & development.



Online Learning System



Excellent workplace culture & team approach



Company contribution to Employee Eye care costs



Fresh Tea, Coffee
Fruit & Selection of bread at HQ

Testimonials

“ I've worked with Tobermore for 5 years and really enjoy my role. Tobermore provide you with support and training which allows you to carry out the role with efficiency. This also gives you credibility and helps you build relationships with customers. Every day is different and it's great to meet new people and be able to help them with their projects. I find the role very rewarding and love seeing the final result of a project I have advised on. ”



Anna McAleer
Head of Specification



Angela Flanagan
Transport Administrator

“ I joined Team Tobermore back in Jan 2018 and it was the best decision I ever made. I have always been given the opportunity to progress within the business and to learn new things. Helping out with reception cover for the last 6+ months has really helped me get to know more people within Tobermore and again has given me the opportunity to learn the receptionist role which I have really enjoyed. Everyone works as part of a team helping each other out and it really is like one big family. There are many perks to working for Tobermore, the bonus scheme and the employee events to name a few. Overall a fantastic company to work for and I am so glad I made this career change back in 2018. ”

“ Tobermore is an all-round excellent company to work for; the culture within the business is exceptional and is evident in every single employee. Tobermore are continually focused on developing their staff, there is unending support and encouragement for staff to reach their best. On top of this Tobermore offers great staff appreciation including continuous staff events; rewards etc. Tobermore is a continually growing, employee focused and successful business! It is a pleasure to be a part of the Tobermore Team! ”



Claire Hayes
Specification Executive



Well-Known Schemes

See more online at: www.tobermore.co.uk/projects



British Airways i360, Brighton



Sir Chris Hoy Velodrome, Glasgow



Olympic Way, Wembley Arena, London



Bet365 HQ, Stoke-on-Trent, Staffordshire



Heathrow Terminal 2, London



University of Hertfordshire, Hertfordshire

The Team





Tobermore

2 Lisnamuck Road, Tobermore
County L'derry, BT45 5QF

T: 028 7964 2411

www.tobermore.co.uk