



H+K INTERNATIONAL

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Administration Team Leader</b>
<b>LOCATION:</b>	<b>Poland</b>
<b>DEPARTMENT:</b>	<b>Resupply</b>
<b>REPORTS TO:</b>	<b>Resupply Office Manager.</b>
<b>GRADE:</b>	
<b>DATE:</b>	<b>2023</b>

<b>JOB PURPOSE:</b>	Lead, monitor and supervise a team of 8 employees providing services to a variety of clients through customer support (including first line software support), warranty administration, service management administration and eCommerce administration
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<b>EMPLOYEES:</b>	<b>No of Direct reports:</b>	<b>8</b>
	<b>No. in total team (departmental)</b>	<b>9</b>

<b>PRINCIPAL ACCOUNTABILITIES:</b>	
1	Managing the day-to-day activities of the team
2	Motivating the team to achieve organisational and departmental goals
3	Developing and implementing timelines to achieve targets
4	Delegating tasks to team members
6	Conducting training of team members to maximise their potential
7	Empowering team members with skills to improve their confidence, product knowledge and communication skills
8	Conducting performance reviews, objective setting, 121's and any adhoc meetings.
9	Fostering a pleasant working environment that inspires the team
10	Assisting with some of the teams administration workload.

**NATURE AND SCOPE:**

You will be responsible for providing guidance, instruction, training, and leadership skills to inspire the team to perform at their optimum. You should foster a cohesive team that works efficiently together to maximize the team's potential.

You should have a track record of team motivation, demonstrate excellent interpersonal skills to build quality relationships with the team and with customers, be goal-driven, and manage the day-to-day activities of the team efficiently.

Some daily administration work will be required.

Working hours: 40 hours a week between 08:00 – 19:00

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Education / Qualifications (Academic, Professional and Vocational)	Fluent in English and Polish	Relevant degree or vocational training pertinent to the role.  Educated to Matura equivalent (or equivalent) with good quality of grades.
Experience	2-years previous experience of managing a team, either as an assistant manager, team leader or manager	NVQ (known as PQF or EQF) in Team leading or Management level 2 or above
Technical Knowledge	Excellent computer skills including fully proficient in Microsoft Office.	
Skills and Behaviors	<ul style="list-style-type: none"> <li>• Ability to lead and inspire</li> <li>• Commercial awareness in business environment</li> <li>• Excellent communication skills</li> <li>• Confident and skillful negotiation skills</li> <li>• Ability to professionally liaise with customers/suppliers and internal staff</li> <li>• Strong attention to detail and accuracy</li> <li>• Flexibility and adaptability</li> <li>• Resilience</li> </ul>	Confident and with the ability to build rapport quickly and easily with customers and internal stakeholders.
General	The successful candidate will need to work well in a team environment, whilst being self-starting and motivated to achieve high levels of performance and reliability	