


SUMMARY OF MAIN DUTIES	Regional Procurement Customer Services Administrator (Stores) Band B	
RESPONSIBLE TO Regional Stores Manager		
RESPONSIBLE FOR <p>The successful role holder will assist the Regional Stores Manager in shaping and driving forward a comprehensive customer services programme in Regional Stores.</p> <p>This will include developing and maintaining effective working relationships with customers of Regional Stores being the uniformed Officers and Staff of West Yorkshire, South Yorkshire and Humberside forces.</p>		
SPECIFIC CONDITIONS OF SERVICE <ul style="list-style-type: none"> • May be required to work after normal hours/weekends on overtime. • Be prepared to travel to any location within the Region. 		
SUMMARY OF MAIN DUTIES		
<ul style="list-style-type: none"> • Provides a flexible, customer focussed and professional first line response in providing advice and guidance on all enquiries via telephone and/or email and takes ownership of achieving a satisfactory resolution and escalating where appropriate. • Takes ownership of the inputting of non-automated orders, ensuring data quality and integrity of information when inputting, amending and extracting information. • Provides a Booking Service for the fitting of uniforms and equipment, ensuring that appointments are used effectively and efficiently in fitting rooms at Wakefield, Melton and Sheffield. • Assists the Regional Stores management team with project work including administration, updating/amending systems and providing data as required, maximising the use of IT systems to run and create management information and reports. • Undertakes a broad range of clerical and administrative duties for Regional Stores such as maintaining an effective filing system, photocopying and routine mathematical/statistical work. • Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility 		