



## **JOB DESCRIPTION – OFFICE ADMINISTRATOR**

### **About Us**

McDonnell Caravans has been helping people create unforgettable holiday memories since 1966, when Mr McDonnell Snr transformed a plot of land into our very first caravan sales showground. With a focus on personal service and family values, the business quickly flourished. In 1983, Mike McDonnell proudly took the reins, continuing the family tradition of warm service and trusted expertise.

Today, our experienced team of 25 dedicated staff is passionate about helping you enjoy the freedom and choice that holiday home ownership brings. In 2024, we became part of Holkham Estate, joining their award-winning array of hospitality and leisure businesses. We continue to deliver the exceptional customer service our owners have come to expect, but with the additional expertise and support of the Holkham team.

### **Job Purpose**

To provide flexible administrative support across the business, ensuring the smooth day to day running of the office.

The role supports multiple functions including finance, sales, operations and aftersales, and provides cover for the Finance Assistant where required. The position plays an important role in ensuring processes are organised, information is accurate and colleagues are well supported.

### **Responsibilities**

Provide general administrative support across all office functions.

Support the Finance team with basic finance administration tasks as required.

Provide cover for the Finance Assistant, including supporting sales ledger activities and responding to customer queries.

Answer telephone and email enquiries, directing queries appropriately and ensuring timely responses.

Maintain accurate records, filing systems and documentation.

Assist with processing paperwork, forms and internal documentation, digitising records where possible.

Support the coordination of meetings, appointments and general office activities.

Assist with customer communications, ensuring a professional and helpful service.

Assist with the maintenance of office supplies and ensure the office environment is organised and efficient.

Assist with data entry and system updates, ensuring information is accurate and up to date.

Work closely with colleagues across the business to support day to day activities.

Provide administrative support for projects and ad hoc tasks as required.

## **Skills and Experience**

Experience in an administrative role.

Good organisational skills and ability to manage a varied workload.

Strong attention to detail and accuracy.

Good communication skills, both written and verbal.

Confident in dealing with customers and colleagues.

Competent in Microsoft Office.

Ability to pick up systems and processes quickly.

Experience of supporting finance or operational teams would be beneficial.

## **Personal Qualities**

Flexible and adaptable approach to work.

Proactive and willing to support across different areas of the business.

Reliable and well organised.

Positive and approachable manner.

Team focused with a willingness to help others.

Able to manage changing priorities in a busy environment.

Committed to completing tasks accurately and efficiently.

Hours of work: 24 hours per week (ideally over 4 days)

Rate of pay: £13.45 per hour

End.