Role definition

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| Job title: | Document Controller / Administrator |
| Reports to: | Michelle Jones |
| Direct reports: | Dawn Callow |
| Business unit: | BakerHicks Limited | Location: | Salford Quays |

Summary

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| Document Controller/Administrator to be the focal point and co-ordinator for the document control function in the Manchester office. The candidate must be extremely proactive, have experience of working as part of a team and the ability to prioritise their workload in order to achieve deliverables. Must be experienced in working in a similar client-facing role |

Key objectives

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| * Work as part of a team to achieve agreed service levels
* 4Projects Administrator level experience is essential
* Knowledge of other collaboration software tools and encrypted software, would be an advantage
* Experience of working in a client-facing role
* Implementation of departmental processes and procedures to ensure accurate configuration management of deliverables
* Ensure a safe working environment and that all equipment is fit for purpose reporting any failures to operational management team
* Promote and adopt Perfect Delivery and achieve continuous improvement within the team.
* Experience of working in a reception role environment
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Principal responsibilities and accountabilities

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| * Manage, upload and distribute project documentation / drawings in conjunction with project using the corporate naming and numbering procedure in order to provide an auditable trail.
* Logging incoming and outgoing documentation on Secure Projects (List X) and adhere to the Security Control Procedures.
* Manage and upload data using the Clients Collaborative software.
* Receive, issue and transmit controlled client documentation to provide an auditable trail.
* Support Project Managers on multiple projects including set up of new projects; maintain accurate registers, action lists.
* Liaise with the Clients Document Control department to ensure client polices are adhered to.
* Assist the document control team with the issue, receipt and tracking of all engineering, qualification and supplier deliverables through close out stage to handover stage.
* Assist with quality checks and audits of document databases, identifying and correcting any anomalies.
* Check that all information complies with specified company formats, templates and standards.
* Carry out Document Control Inductions of new starters.
* Arrange Archive, scanning and retrieval of documentation adhering to company standards and policies for company archiving.
* Carry out routine document management tasks of technical Query handling, transmittals, filing, copying, scanning and local library management, ordering of printer consumables.
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Person specification

Qualifications and training

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| * Good standard of education at GCSE level or above (or equivalent) with grade C or above (or equivalent) in Maths and English
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Technical skills and experience

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| * keyboard / IT skills with experience in MS Office packages such as Word, Excel, Access and Power-point
* Able to work accurately and methodically under pressure and to strict deadlines
* Able to prioritise own workload and undertake instructions from operational management team
* Able to demonstrate an aptitude of effective communication with our clients that supports this key business objective
* Be self-motivated
* Able to ensure accuracy of information produced, this will be demonstrated by a strong track record in document control
* Excellent organisational skills, with good communication and interpersonal skills
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