**Role Profile: Branch Administrator**

**Role Overview:** As a Branch Administrator, you will play a pivotal role in the smooth functioning of our branch support function, contributing to our mission of becoming the leading distributor of pharmaceutical and healthcare products. Your responsibilities will encompass ensuring efficient administrative operations to support the delivery of an efficient, safe, and essential healthcare service to our customers.

**Accountabilities:**

* Serve as one of the primary points of contact for the site, professionally addressing and resolving queries.
* Investigate and resolve queries promptly by utilizing available information systems and collaborating with relevant teams, prioritizing a customer-first approach.
* Ensure an outstanding customer experience for site visitors.
* Manage the day-to-day fulfillment of supplier orders to meet site requirements.
* Coordinate with the central payroll team to ensure accurate site payroll processing.

**Accountability:**

* Manage diaries, meetings, and events efficiently.
* Oversee the ordering of site equipment such as stationery.
* Handle site invoices to facilitate prompt payment.
* Generate routine reports and fulfill ad-hoc requests as needed.
* Organize travel arrangements, including accommodation, when necessary.
* Take ownership of managing your workload effectively.
* Stay updated on key branch and company messages, adhering to company policies and procedures.
* Adhere strictly to health and safety protocols, security procedures, and regulatory requirements.
* Support disciplinary, grievance, and absence processes, ensuring confidentiality and professionalism.
* Maintain site personal files securely and confidentially, in compliance with data protection regulations.
* Develop site communication briefs and support communication programs to engage all branch colleagues effectively.

**Experience and Qualifications:** *Essential:*

* Proficiency in IT systems, especially WMS, Microsoft Word, Excel, and PowerPoint.
* Strong communication skills, both verbal and written.
* Excellent problem-solving abilities and persistence in query resolution.
* Capacity to prioritize and organize workload effectively.
* Strong numeracy and literacy skills.
* Ability to work collaboratively within a team.

*Desirable:*

* Previous experience with Good Distribution Practice (GDP).
* Previous warehouse administration experience.
* Previous experience with weekly finance reporting
* Previous experience with note taking

**Role Scope:** **Key Stakeholders:** *Internal:*

* General Managers
* Operational Managers
* Team Managers
* Warehouse employees
* Human Resources
* Payroll
* Talent Acquisition
* Learning & Development
* Finance

*External:*

* Customers
* Couriers
* Suppliers
* Agencies
* Service and cleaning providers

**Diversity and Inclusion:** At AAH, diversity and inclusion are integral to our values and success. As a member of our team, you will be expected to:

* Encourage diversity and inclusion in your work practices.
* Challenge discriminatory practices and processes.
* Strive for a diverse and equitable workplace for all.

This role offers an exciting opportunity to contribute to the efficient functioning of our branch support function and play a crucial role in delivering exceptional healthcare services to our customers.

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