

This job description outlines the key accountabilities of, and output required from, the post holder. It is not a definitive list and the role may well change and evolve over time. This job description is not contractual but outlines KCS' expectations of the job holder.

Job Title	Contracts Administrator
Department	UK Finance
Location	Hungerford
Reports to	Group Commercial Contracts Manager
Staff and budget responsibility	No

Position Overview: *(Company and department information and role purpose)*

- Reporting to the Group Commercial Contracts Manager the role of Contracts Administrator will be part of the global contracts administration team.
- Principally the role will support the UK's Sheffield (KSH) and Vecta Sales Solutions (VSS) business units within the KCS Group. However, the role will provide the successful candidate with the opportunity to collaborate with other global business units on the production of sales quotations. This will allow the candidate to increase Group product knowledge and grow and progress within the organization over time.
- Main duties will include:
 - Maintain and administer KSH and VSS recurring revenue contracts:
 - Invoicing, applying periodic inflationary uplifts, processing renewals, cancellations and additions
 - Ensuring the terms of any third party input costs mirror KCS's terms with its customer and such contracts include a commercially reasonable margin
 - For some products, issue required annual product licence keys
 - Raising sales quotations for, principally, the KSH and VSS business units, but provide sales quotation generation capacity to the wider group including the USA
 - Acceptance of sales orders from customers, and managing the handover of ordered work to relevant internal implementation teams with the UK organization in accordance with internal procedures.

Main Duties and Responsibilities

- Contract creation and maintenance of recurring revenue contracts with the KCS Group's ERP system, including:
 - Raising and issuing invoices and any necessary credit notes for recurring revenues
 - Escalation of recurring revenue charges periodically per recurring revenue contract terms
 - Approval of purchase invoices submitted by suppliers
 - Creation, issuance and control over product licence files and product licence keys as necessary
 - Manage Contract Renewals and provide updates to the relevant Support teams
 - Managing Contract Terminations from Customers in the Group ERP system and back to back with Third Party Partnering the departments telephone calls and ensuring that any required outcome is communicated to the relevant parties
- Production of sales quotations:
 - Raise sales quotations in line with internally mandated standards:
 - Receipt, record and process all quotations requested by various departments
 - Advising internal customers of accepted quotations using the established internal procedures to handover the work to the relevant internal department. e.g. notifying the development department of a new enhancement or project, logging a call with technical support to process a systems change or to the project office to manage a system upgrade
- General:
 - Raising and updating Service requests and Incidents on the call logging system
 - Ensuring that any customer complaints are dealt with promptly and professionally, escalating where necessary
 - Support the Group Commercial Contracts Manager in maintaining product description and pricing within the Group ERP system
 - Adhere to and create standardized ways of working
 - Provide administrative support to the Group Commercial Contracts Manager, the sales team and the R&D and Support departments
 - Carrying out such other duties reasonably falling within the scope as maybe required by the company

Skills, Knowledge and Experience (*Qualification, technical skills, commercial work experience, soft skills such as communication, presentation, personal attributes*)

- Three A Levels grade A to C or equivalent qualification
- Excellent written and verbal communication skills with the ability to communicate clearly, meaningfully and professionally at all levels
- Strong interpersonal skills with the ability to interact with diverse groups of individuals and maintain effective working relationships within a team environment
- Ability to work under pressure with limited time, direction and guidance to complete tasks in a timely and accurate manner
- Excellent administration and IT skills, including using PowerPoint, Word and Excel
- Be highly organised and manage workload efficiently
- Be adaptable and work as an effective member of a team
- Work conscientiously and use own initiative
- Adopt a positive, pro-active approach to work.
- Ability to recognise how, when and to whom an issue should be escalated.
- The role may involve travel within the UK
- A full UK driving licence is desirable.

Equal Opportunities

KCS Group is an equal opportunity employer and values diversity.

Health and Safety

The Health and Safety at Work Act 1974 puts a legal obligation on KCS as an employer to ensure, so far as is reasonably practicable, the health, safety and welfare of its employees at work.

Employees also have a duty to take reasonable care for their own health and safety and of others who could be affected by their actions. Understanding the safety policies and co-operating with the arrangements that are in place is therefore an essential part of your employment.

Signed

Date