

Operations Administrator

Job Title:	Operations Administrator
Location:	Enhanced Care Services HQ, Unit H9, Adanac Park, Adanac Drive, Nursling, Southampton.
Hours:	Full Time (40hrs per week)
Remuneration:	£26,750
Responsible Directorate:	Executive Assurance Manager
Version Date:	May 2026

About Us

ECS is a rapidly developing, clinically led organisation with a clear ethos of delivering high quality healthcare provision across multiple healthcare sectors.

Founded in 2015, Enhanced Care Services has built a strong reputation for excellence in patient care, initially delivering enhanced and critical care at events and now overseeing medical cover for a wide range of events each year. In addition to event medical services, the organisation operates ambulance and clinical services and provides medical education at all levels. We are proud of our commitment to safe delivery, continuous improvement and a positive professional culture.

Role Summary

The Operations Administrator plays a key role supporting organisational growth by supporting the operations teams in day to day tasks across all areas of operational service delivery, along with providing administration duties to elements of the people and compliance team and the make ready team. The post holder ensures that there is a consistent attention to detail and accurate record keeping is maintained whilst playing an important part of a team ensuring a welcoming and friendly environment to anyone coming into HQ. The role contributes to a positive patient and client experience and supports operational workforce requirements in a regulated environment.

Key Responsibilities

- o Responsible for answering inbound phone calls and responding to enquiries via telephone and email in a timely and professional manner to support service delivery to a range of existing or potential clients and colleagues.
- o Deal with initial ambulance, event and clinical hub enquiries, processing information efficiently and maintaining excellent levels of customer service.
- o Maintain and update customer records and databases.
- o Provide reception cover as required, in line with training and operational needs to include;
 - Meet and greet clients/visitors and manage the signing in process upon arrival.
 - Support a welcoming, professional environment while upholding confidentiality and regulatory standards.
 - Responsible for handling all post/deliveries and recording data on special deliveries.
 - Efficient liaison with and administrative support to clinical colleagues working in the clinical hub.
- o Responsible for maintaining adequate levels of office supplies and replenishing when required.
- o Drafts, formats, and prints relevant documents.
- o Ensuring the layout of the staff carpark is adhered to each day.
- o Support commercial education course enquiries and welcome candidates on course days.
- o Support the logistics, fleet and make ready team by coordinating with external agencies to schedule both regular and ad-hoc vehicle servicing and maintenance.
- o Maintain accurate records of vehicle maintenance across all systems, including auditing for specific information required by other teams.



- Safeguarding and Equality
 - o ECS is committed to safeguarding and promoting the welfare of patients, employees and volunteers. All appointments are subject to safer recruitment checks , including DBS, references and right to work verification.

Along with the above key responsibilities, this role may also involve supporting other general business administration duties and above all else, engaging with the ethos of ECS to develop a rapidly growing business, striving for excellence. The post holder will be expected to work flexibly across all departments as required to ensure continuity of service.

Person Specification

Criteria	Essential	Desirable	Assessed
Skills, Knowledge and Experience			
Excellent attention to detail and time management	✓		CV/Interview
Excellent written and verbal communication skills	✓		CV/Interview
Good IT skills to enable accurate records are maintained	✓		CV
Experience of answering telephone calls and supporting general business enquiries	✓		CV/Interview
Experience of working within recruitment		✓	CV/Interview
Experience of undertaking reception duties		✓	CV/Interview
Aptitudes and attributes			
A friendly, can do attitude, with a drive to be a part of a growing organisation	✓		Interview
Demonstrate excellent interpersonal, teamwork communication and social skills	✓		Interview
Demonstrate ability to work on own initiative, be forward thinking and able to work independently	✓		Interview
Ability to prioritise, act under pressure and apply deadlines to workload	✓		Interview
Potential and willingness for personal change with the ability and commitment to learn new skills	✓		Interview
Other position requirements			
Flexible with regards to hours of work and willing to assist in all areas of a growing business	✓		Interview
DBS Clearance in last 5 years or commit to a DBS check	✓		Employment checks