

Providence Job Specification for Open Requirement

Administrator – Providence Europe BV

About Providence – Providence provides government, defence, and law enforcement customers with bespoke capability development initiatives, equipment procurement solutions, and best-in-class operational training. We leverage our collective experience in defence, policing, and intelligence operations, to provide an innovative and dynamic approach to delivering services, products, and solutions for our clients.

We are growing our European business from our office in Steenberg, by leveraging close links with our UK colleagues in Hereford, and promoting a culture of expansion and the reinforcement of success. Providence is a tight-knit global team and we operate a fast-paced, energetic, and collegiate working environment. We are seeking to grow on 2024 and 2025 by sourcing new skills and talent into our established business lines. We understand that people are the engine behind Providence, and we draw on our technical, operational, and specialist experience to provide the know-how and support to solve some of our clients' most challenging operational problems. Our busy, customer-facing, specialist operational team needs increasingly effective support and "cover" from a motivated professional with an eye for detail, who can move with the business as we advance our plans.

Outline Description – As the dedicated Administrator within Providence Europe B.V. your role will be to facilitate operations within the office and warehouse, and to support and assist colleagues in varied and demanding sensitive tasks. This role requires a hands-on approach to helping the existing team, enabling a smooth working environment, and applying your knowledge and experience to reinforce our efforts in BNLX and across Europe.

Job Specification

1. Role Specifics

Job Title	Administrator
Contract Type	Full time, Part Time, Flexi Working
Department/Team	Providence Europe B.V.
Reports To	Operations and Sales Account Manager
Job Location	Steenbergen, The Netherlands
Salary	€25-30K depending on experience

2. Principal Responsibilities and Accountabilities

- Answering the phone and responding to admin queries through e-mail.
- Greeting and hosting customers, students, and visitors to the facility.
- Ensuring that health and safety measures are adhered to: taking meter readings, testing fire alarms, checking first aid kits, plus arranging for any tradespeople, such as electrician, plumbers, and cleaners who may need to work at the site.
- Ordering groceries, cleaning products, stationery, and arranging deliveries and collections.
- Arrange catering for customers and students, considering any dietary requirements, and the volume of people that need to be catered for.
- Keep the office, training facility, and warehouse tidy and well stocked with refreshments.
- Help set up classrooms for training or the facility for events.
- Booking flights, hire cars, and hotels when needed.
- Help with the planning and logistics of trade shows, and other company or partner events.
- Providing support with sales administration. Understanding the sales process and be confident in your ability to send out quotes, sales orders, and purchase orders.
- Ensuring that products are receipted in, serialised, and sent out correctly using DHL or other shipping providers.
- Providing support to the UK-based Finance Team by sending out and chasing up EU invoices.
- Understand and manage stock inventory, ordering additional materials as needed.
- Note taking during meetings and providing accurate minutes of meetings.
- Process tasks delegated by the Operations and Sales Account Manager and manage the NL Team Task Trackers.
- Help colleagues with other ad-hoc jobs that need to be done.
- Occasional travel will be required, so driving licence is a must.
- Promote good relationships within the NL Team, ensure passage of information, and actively connect Team NL to Team UK, and vice versa.

3. Additional Responsibilities and Requirements

- Effective “front of house” for the company. You must demonstrate excellent communication skills, especially when conversing with clients and suppliers.
- Assist with compliance measures for the maintenance of ISO 9001 and focus efforts on the quality of customer experience.
- Always maintain standards in line with Health and Safety regulations.
- Eligible for background checks and security clearance.

4. Providence Europe B.V. – Company Advantages

- Modern healthy culture.
- Autonomy and camaraderie as part of a tight-knit team.
- Work in a fast-paced, customer-focused environment.
- Opportunity for fitness at work, free fruit, and other extras.
- Chance to grow and develop together with the team.

Person Specification

Details	Essential	Desirable
Skills and Abilities <ul style="list-style-type: none"> • Articulate and well-rounded, with effective communication and listening skills • Strong team ethic with the ability to work in a small, busy team and produce consistent results with minimal supervision • Takes the initiative and can prioritise diverse tasks effectively • Enthusiastic about supporting colleagues and the wider team • Excellent English language skills 	Yes Yes Yes Yes Yes	
Experience <ul style="list-style-type: none"> • Working understanding and experience of Microsoft Office products • Demonstrable direct Administration experience, or convincingly shows competence in related field (Customer Support, HR, Sales Support, etc) • Health and Safety maintenance • Sales Administration, including note taking and meeting minutes 	Yes Yes	Yes Yes
Personal Attributes <ul style="list-style-type: none"> • Confident communicator either answering the phone or in-person greeting • Happy working independently and can progress tasks and initiatives without direct support • Pro-active approach and continually works to refine processes, procedures, and the support of our team 	Yes Yes Yes	
Must Have <ul style="list-style-type: none"> • Driving Licence • NL Passport • Eligible for Security Clearance 	Yes Yes Yes	