



Job Description

VW Administrator

BCA operates the largest used-vehicle marketplace in the UK and Europe operating in 10 countries, 60 different locations, selling 1.3 million vehicles per annum. BCA touches over 3.5m vehicles a year as it provides services along the vehicle life cycle from port to dealerships for new vehicles to refurbishment and logistics for used vehicles and the core re-marketing and auction operations.

This is an exciting opportunity to join British Car Auctions, a fast paced company that really values your skills and hard work - a chance to work for BCA, a positive and focused team working for Europe's largest vehicle remarketing company.

Main purpose of job:

The role forms part of a team of administrators based in our Remarketing offices at BCA Bedford. The administrative function supports a wider business solution for a major customer, managing data and process flows for a large volume of vehicles through a range of logistics, de-fleet, vehicle preparation and sales processes using a new Inventory Management System (IMS).

In particular, the Administrator is responsible for updating a number of in-house systems and fulfilling business processes to support a range of pre and post sales activities.

Main Responsibilities:

- Complete various administrative tasks and follow a range of business processes, update in-house systems in accordance with business requirements to achieve internal KPI's and customer SLA's.
- Develop understanding and skills using a new Inventory Management System (IMS) and reporting tools.
- Answer and respond to emails and telephone enquiries from internal and external customers, within SLA's.
- Deal with pre and post-sale issues, queries or complaints in a timely and satisfactory fashion. Escalate any complex issues to the Administration Team Leader.
- Ensure that all Quality and Health and Safety standards are met or exceeded at all times
- Undertake ad-hoc tasks as necessary to meet the business needs and for your own personal development

Essential Criteria

Data Management experience

Data Input experience

High level of attention to detail

Excellent Customer Service

Adherence to processes

Good understanding of Microsoft Office products

Excellent keyboard/data entry skills



Desirable Criteria

Knowledge of Volkswagen products

Working Hours

Working hours are Monday to Friday from 9.00am to 5.30pm.

Working for BCA

We have been bringing together buyers and sellers for nearly 70 years. Starting in 1946 as Southern Counties Car Auctions, we were one of the first companies to let people across the UK buy and sell a wide range of cars at auction, from budget run-arounds to exotic imports.

Working for BCA you will receive;

Benefits include a minimum of 23 days holiday

Company pension scheme

Internal promotion as much as possible

Free parking onsite

Cycle to work scheme

Subsidised onsite restaurant

Reward scheme that offers online and high street discounts

If you're looking for a career that has great teamwork, training, rewards, long-term scope and is going places - apply now!

For more information or if you wish to apply please send your CV to Hayley at recruitment@bca.com