



Profile: Lorna Middleton

Specialist Works Administration Manager



MAIN RESPONSIBILITIES:

Lorna controls all aspects of administration for the Specialist Works Division of Bancon Construction. Lorna and her team manage the day-to day clients interaction and expectations for Specialist Works projects, whilst leading internal teams and task forces.

GENERAL EXPERIENCE:

Lorna has extensive experience of administration within the construction industry having been involved with several companies since 1990. Commencing as a Receptionist and progressing through Accounts Assistant, Accounts Administrator, Office Manager and, following a career break, returning to Bancon Construction with the current position of Specialist Works Administration Manager. Lorna manages a team of four, ensuring best practise and all staff comply with Bancon's standard policies and procedures.

KEY PROJECT EXPERIENCE:

Control of administration for Bancon Construction's Ventrolla Franchise	Responsible for processing quotes, contracts etc. liaising with clients re installation dates and works, producing sales invoices and costing to jobs.
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Control of administration for various response maintenance contracts for a number of clients.	Responsible for overseeing team of admin staff who take off orders from client computer systems and distribute them to all the different trades as required. Liaising with the client / subcontractors and producing sales invoices for completed works. Maintaining all information on the Bancon computer system relating to these contracts.
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