## Administration Assistant

|  |  |
| --- | --- |
| **Generic title** | Administration Assistant |
| **General Description** | Providing administrative support to project-based team |
| **Reports to:** | Project Manager |
| **Location:** | Yorkshire |

## Role definition

|  |  |
| --- | --- |
| **Summary of role**  | To work as part of a team and provide administrative support to the project team, and to provide an effective and efficient reception service to all clients, stakeholders and site visitors. |
| **Responsibilities and accountabilities**  | Provide administrative assistance to commercial and site operation teams and support Document Control function alongside the co-ordination of O&M manuals.Interact with colleagues, customers and visitors, maintaining a polite and helpful approach with all. Answer telephone calls, enquiries and requests and handle them courteously and appropriately or pass to a relevant member of the team.Print, file and retrieve company documents, records and reports and ensure all filing is up to date and well-managed Set up and coordinate meetings and conferencesSupport the project teams with any admin requestsMaintain confidentiality in all aspects of company and customer informationIn all actions be a positive and helpful ambassador for the company, giving others confidence in Morgan SindallEnsure that internal company relationships with other departments, offices and business units/regions are positive and supportiveBe prepared to take additional responsibility, where you see it is necessary, to support the department/function or the office staff in generalOffer ideas for improving the service you offer or the processes for which you are responsible forCo-ordination of site orientation inductions and site deliveries |
| **Qualifications** | Good standard of education, GCSE or equivalent |
| **Attributes and skills**  | • Good telephone manner• Commitment to delivering excellent customer services• Good level of written English• Good organisational skills• Strong communication skills• Good IT skills• A positive ‘can do’ attitude• Ability to take ownership and empower others accordingly• Professional, friendly, honest and open approach with the ability to work effectively and in partnership with others both internally and externally |
|  |  |