## Administration Assistant

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

## Role definition

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| **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 conferences  Support the project teams with any admin requests  Maintain confidentiality in all aspects of company and customer information  In all actions be a positive and helpful ambassador for the company, giving others confidence in Morgan Sindall  Ensure that internal company relationships with other departments, offices and business units/regions are positive and supportive  Be prepared to take additional responsibility, where you see it is necessary, to support the department/function or the office staff in general  Offer ideas for improving the service you offer or the processes for which you are responsible for  Co-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 |
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