## Administrator

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| **Generic title** | Assistant  |
| **General Description** | A functional support role expected to support closely defined tasks within company procedures and industry standards. The person will receive instruction, tasks and guidance from a more senior manager.  |

## Competencies

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| **Achieving Results** | Will set goals for self in own work environmentDemonstrates enthusiasm for the job  |
| **Analytical thinking and decision making**  | Using personal experience and systematic approach to arrive at decisions on straightforward issues |
| **Communication** | Communicates positively with clarity and understandingPresents information in a structured wayDemonstrates confidence when communicating in own subject |
| **Dealing with change** | Positive attitude to change when presentedContributes to change in own area of work  |
| **Teamwork** | Contribute to the overall team objectivesUnderstand how to be part of a teamRegularly cooperate with team members |
| **Leadership** | The capacity to assume some position of influence within a team  |
| **Managing resources**  | Works effectively within time and budget constraints set by othersLooks to complete on schedule and recover slippage  |
| **Negotiation**  | The ability to discuss and agree priorities |
| **People Development**  | Can respond within tested frameworks of development to identify own needsUses personal experience to build own skills  |

## Role definition

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| **Summary of role**  | Responsible for performing all office based administrative activities proactively and efficiently, enabling all office staff to work easily and quickly and without disruption. |
| **Responsibilities and accountabilities**  | * Oversee and coordinate all aspects of general office administration including maintaining administrative systems.
* Raise purchase requisitions when required.
* Undertake all general office administrative duties in an efficient manner, always offering an efficient and consistent service to office staff.
* Provide administrative assistance to the Senior Management Team & Leadership Team including booking flights, train tickets and hotel rooms.
* Supporting the Senior Management Team & Leadership Team, assisting them with day to day administrative tasks when required, for example: diary management, processing of expenses, organising meetings.
* Provide cover to the PA to MD in their absence.
* Administration of Timesheet System including
	+ User Accounts
	+ Opening/Closing of Projects
	+ Timesheet Reporting
	+ Chasing late timesheet entry
* Process Commercial documents efficiently, gaining signatures, scanning to the online library, documenting and sending to relevant parties in a timely manner.
* 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.
* Prepare responses to correspondence containing routine enquiries, typing up letters when required.
* File and retrieve company documents, records and reports and ensure all filing is up to date and well-managed.
* Create and modify documents such as invoices, reports, memos and letters using Microsoft Office
* Set up and co-ordinate meetings, MeetMe meetings, booking meeting rooms, and making refreshments when required.
* Support staff in assigned project-based work.
* 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.
* Process any requests for photocopying, scanning and binding.
* Support line manager (PA to MD) with ad hoc tasks.
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| **Attributes and skills**  | Ability to interpret procedures and policies of the organisation**Ability to communicate effectively**Ability to deal effectively with peopleKnowledge of administrative principles and their applicationAbility to work well either alone or as part of a teamComputer literateGood written, analytical and problem‐solving skillsAbility to operate standard office equipmentAbility to follow oral and written instructionsAbility to handle a wide variety of situations and problemsAdaptable and able to embrace change in a fast paced design office |