## 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 environment  Demonstrates 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 understanding  Presents information in a structured way  Demonstrates confidence when communicating in own subject |
| **Dealing with change** | Positive attitude to change when presented  Contributes to change in own area of work |
| **Teamwork** | Contribute to the overall team objectives  Understand how to be part of a team  Regularly 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 others  Looks 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 needs  Uses 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. |
| **Attributes and skills** | Ability to interpret procedures and policies of the organisation  **Ability to communicate effectively**  Ability to deal effectively with people  Knowledge of administrative principles and their application  Ability to work well either alone or as part of a team  Computer literate  Good written, analytical and problem‐solving skills  Ability to operate standard office equipment  Ability to follow oral and written instructions  Ability to handle a wide variety of situations and problems  Adaptable and able to embrace change in a fast paced design office |