## Apprentice – Professional

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| **Generic title** | Admin support |
| **General Description** | Works under close supervision providing administrative support to the team.  |

## Competencies

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| **Achieving Results** | Capacity to work well within clear guidelines and produce required results within own role  |
| **Analytical thinking and decision making**  | Assessment of simple data within company guidelines, policies and procedures |
| **Communication** | Conveys straightforward information with accuracy in familiar situations  |
| **Dealing with change** | Will consider different approachesCapacity to accept change  |
| **Teamwork** | Co-operate with team members to get my job done |
| **Leadership** | Accepting authority and the need for leadership |
| **Managing resources**  | Appreciates the time, cost and quality of implications of their job role |
| **Negotiation**  | Open to persuasion  |
| **People Development**  | Willingness to be developed and accept new 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 systemsUndertake all general office administrative duties in an efficient manner, always offering a good and consistent service to office staffProvide administrative assistance to all office staff including booking flights, train tickets and hotel rooms and anything else that may be requiredInteract 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 teamEnsure all incoming and outgoing post is dealt with effectively, including managing the franking of post and arranging couriers as necessaryPrepare responses to correspondence containing routine inquiriesFile and retrieve company documents, records and reports and ensure all filing up to date and well-managedCreate and modify documents such as invoices, reports, memos, letters and financial statements using word processing, spreadsheet, database and/or other presentation software such as Microsoft OfficeMay conduct research, compile data and prepare papers for consideration and presentation to the management teamSet up and coordinate meetings and conferencesAttend meetings as requested in order to record minutesCompile, transcribe and distribute minutes of meetingsCollect and maintain inventory of office equipment and suppliesArrange for the repair and maintenance of office equipmentSupport staff in assigned project‐based workMaintain 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 for |
| **Qualifications, training and technical knowledge**  | Educated to GCSE level or equivalent  |
| **Attributes and skills**  | Ability to understand procedures and policies of the organisation Ability to deal effectively with colleaguesAbility to work well either alone or as part of a teamGood writing, analytical and problem solving skillsAbility to follow oral and written instructionsKnow when to ask for help and guidance |