## 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 approaches  Capacity 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 systems  Undertake all general office administrative duties in an efficient manner, always offering a good and consistent service to office staff  Provide administrative assistance to all office staff including booking flights, train tickets and hotel rooms and anything else that may be required  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  Ensure all incoming and outgoing post is dealt with effectively, including managing the franking of post and arranging couriers as necessary  Prepare responses to correspondence containing routine inquiries  File and retrieve company documents, records and reports and ensure all filing up to date and well-managed  Create 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 Office  May conduct research, compile data and prepare papers for consideration and presentation to the management team  Set up and coordinate meetings and conferences  Attend meetings as requested in order to record minutes  Compile, transcribe and distribute minutes of meetings  Collect and maintain inventory of office equipment and supplies  Arrange for the repair and maintenance of office equipment  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 |
| **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 colleagues  Ability to work well either alone or as part of a team  Good writing, analytical and problem solving skills  Ability to follow oral and written instructions  Know when to ask for help and guidance |