

## Administration Assistant

<b>Generic title</b>	Admin support
<b>General Description</b>	Works under close supervision providing administrative support to the team.

## Competencies

<b>Achieving Results</b>	Capacity to work well within clear guidelines and produce required results within own role
<b>Analytical thinking and decision making</b>	Assessment of simple data within company guidelines, policies and procedures
<b>Communication</b>	Conveys straightforward information with accuracy in familiar situations
<b>Dealing with change</b>	Will consider different approaches Capacity to accept change
<b>Teamwork</b>	Co-operate with team members to get my job done
<b>Leadership</b>	Accepting authority and the need for leadership
<b>Managing resources</b>	Appreciates the time, cost and quality of implications of their job role
<b>Negotiation</b>	Open to persuasion
<b>People Development</b>	Willingness to be developed and accept new skills

## Role definition

<b>Summary of role</b>	Assist in performing all office based administrative activities proactively and efficiently, enabling all office staff to work easily and quickly and without disruption.
<b>Responsibilities and accountabilities</b>	<p>Provide administrative assistance to all office staff including booking flights, train tickets and hotel rooms and anything else that may be required</p> <p>Interact with colleagues, customers and visitors, maintaining a polite and helpful approach with all</p> <p>Answer telephone calls, enquiries and requests and handle them courteously and appropriately or pass to a relevant member of the team</p> <p>Prepare responses to correspondence containing routine inquiries</p> <p>File and retrieve company documents, records and reports and ensure all filing up to date and well-managed</p> <p>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</p> <p>May conduct research, compile data and prepare papers for consideration and presentation to the management team</p> <p>Set up and coordinate meetings and conferences</p> <p>Compile, transcribe and distribute minutes of meetings</p> <p>Collect and maintain inventory of office equipment and supplies</p> <p>Support staff in assigned project-based work</p> <p>Maintain confidentiality in all aspects of company and customer information</p> <p>In all actions be a positive and helpful ambassador for the company, giving others confidence in Morgan Sindall</p> <p>Ensure that internal company relationships with other departments, offices and business units/regions are positive and supportive</p> <p>Be prepared to take additional responsibility, where you see it is necessary, to support the department/function or the office staff in general</p> <p>Offer ideas for improving the service you offer or the processes for which you are responsible for</p>
<b>Qualifications, training and technical knowledge</b>	<p>Good standard of education, GCSE or equivalent</p> <p>Experience working within administrative role</p> <p>Experience of providing advice and guidance within a support function</p>

<b>Attributes and skills</b>	<ul style="list-style-type: none"><li>Ability to understand procedures and policies of the organisation</li><li>Ability to deal effectively with colleagues</li><li>Ability to work well either alone or as part of a team</li><li>Good writing, analytical and problem-solving skills</li><li>Ability to follow oral and written instructions</li><li>Know when to ask for help and guidance</li></ul>
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