

Business Administrator

Generic title	Assistant
General Description	<p>A technical or 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.</p> <p>In operations they will assist project and construction managers.</p> <p>In commercial they will assist buyers, planners, estimators and surveyors</p>
COMPETENCIES	
Achieving Results	<p>Will set goals for self in own work environment</p> <p>Demonstrates enthusiasm for the job</p>
Analytical thinking and decision making	Using personal experience and systematic approach to arrive at decisions on straightforward issues
Communication	<p>Ability to choose most appropriate style of communication</p> <p>Able to listen actively by which we mean hearing and interpreting what is said</p> <p>Demonstrating sound questioning techniques</p> <p>Communicates positively with clarity and understanding</p> <p>Presents information in a structured way</p> <p>Demonstrates confidence when communicating in own subject</p>
Dealing with change	<p>Positive attitude to change when presented</p> <p>Contributes to change in own area of work</p>
Teamwork	<p>Contribute to the overall team objectives</p> <p>Understand how to be part of a team</p> <p>Regularly cooperate with team members</p>
Leadership	The capacity to assume some position of influence within a team
Managing resources	<p>Works effectively within time and budget constraints set by others</p> <p>Looks to complete on schedule and recover slippage</p>
Negotiation	The ability to discuss and agree priorities
People Development	<p>Can respond within tested frameworks of development to identify own needs</p> <p>Uses personal experience to build own skills</p>

Role definition

Summary of role	Responsible for all office based administrative and associated functional support activities proactively and efficiently, enabling all office staff to work easily and quickly and without disruption.
Responsibilities and accountabilities	<p>all aspects of general office administration including maintaining administrative/business management systems where appropriate</p> <p>Undertake all general office administrative duties in an efficient manner, always offering a good and consistent service.</p> <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>Ensure all incoming and outgoing post is dealt with effectively, including managing the franking of post and arranging couriers as necessary</p> <p>Prepare responses to correspondence containing routine inquiries</p> <p>File and retrieve company documents, records and reports and ensure all electronic filing requirements are up to date and well-managed in line with the Business management systems.</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/functional leads.</p> <p>Set up and coordinate meetings and conferences</p> <p>Attend meetings as requested in order to record minutes</p> <p>Compile, transcribe and distribute minutes of meetings</p> <p>Maintain confidentiality in all aspects of company and customer information.</p> <p>Organising the shredding and safe disposal of paper copy business 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 for example first aid, fire marshal responsibilities.</p> <p>Offer ideas for improving the service you offer or the processes for which you are responsible for.</p>
Qualifications, training and technical knowledge	<p>Educated to GCSE level</p> <p>Business administration related qualification desired</p>
Attributes and skills	<p>Provide flexible approach in providing support across the functions.</p> <p>Ability to manage a given list of tasks</p> <p>Ability to work well either alone or as part of a team</p> <p>Some knowledge of construction practices and standards within their subject</p> <p>Good writing, analytical and problem solving skills</p> <p>Ability to follow oral and written instructions</p> <p>Ability to handle situations and problems</p> <p>Know when to ask for help and guidance</p>
Core Duties & Business Alignment	<p>SHE functions support (Where appropriate)</p> <p>Administration of SHE systems and reporting including Tracker & COSHH databases and central admin of SHE media and communications</p> <p>Aftercare team support (Where appropriate)</p> <p>Provide support to aftercare team as necessary including administration and provision reports on helpdesk, Perfect delivery and CEQ systems and support aftercare team on production of defect reports etc.</p> <p>Estimating team support (Where appropriate)</p> <p>Provide support to estimating team as necessary including arranging TRBs/ meetings, chasing supply chain quotes, administering tender portals etc.</p> <p>Supply Chain support (where appropriate)</p> <p>Provide support to supply chain manager and commercial team in production and administration of sub-contract orders including preparing reports as necessary.</p> <p>Business Systems team support</p> <p>Support -and provide administration to the business systems team as necessary.</p> <p>Facilities Management</p> <p>Monitoring stationary and consumables, ordering more as necessary,</p>

	Printer, photocopier, telephones, IT equipment – managing/ tracking servicing requirements any upgrades/ replacements required
Grade / Salary Band	MS11 / £20k – £23k