

PA/Office Manager/Framework Performance & Administration Co-Ordinator

Generic title	PA/Office Manager/Framework Performance & Administration Co-Ordinator
General Description	<p>A technical and functional support role expected to support closely defined tasks within company and framework 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 framework managers.</p> <p>In commercial they will assist 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>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 across regional business's</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	<p>Principally responsible for providing administrative support to the ISB Director and senior management team. Alongside office communications and event organisation.</p> <p>Provide general administrative support, set up, manage and maintain project and framework control systems in line with company, customer and project requirements.</p>
Responsibilities and accountabilities	<p>PA: Provide confidential administrative and PA support to the director of Integrated Strategic Business, including, travel arrangements, meetings and diary management. Look ahead at diary for ISB Director and try and anticipate travel requirements and travel times where meetings are not taking place on Microsoft Teams. Creating reports / documents as and when needed.</p> <p>Senior Team administrative support: review reports, ensuring all information is up to date and the presenting is in line with Branding Guidelines. Prioritise, and manage, multiple internal projects including internal training days and staff briefings. To provide general</p>

administrativesupport to the Senior Management Team as and when required.

Office management, including but not limited to:

- Stationery orders and ensuring levels are maintained
- New starters – preparing for new starters, coordinating inductions
- Office H&S – PAT testing, keeping risk assessments and documents up to date
- IT equipment – ordering new and returning old, maintenance of printers and ensuring the smooth running of IT for staff
- Prioritise, and manage, multiple internal projects including internal training days and staff briefings

Front of house duties:

- Manage office meeting rooms and ensure requests are answered efficiently
- Receive and welcome visitors and ensure that, on arrival, all visitors consistently receive a professional and courteous welcome
- Handle questions about the business
- Ensure a sign in/out system is in place at all times
- Maintain a pleasant appearance of the office

Communication: Manage Microsoft Teams communication and staff briefing presentations so that staff receive regular communication on topics including pipeline, financial performance, achievements, community activity and on-site project progress. Collate feedback from meetings and ensure actions are completed by relevant person.

Reporting: Support on preparing reports, business plans, and Board reports for the SMT.

- **Events:** Booking and coordinating networking events.. Tracking attendance and RSVP'ing to events across the office. Coordinating and arranging small to large Morgan Sindall business lunches, networking events and general events from inception through to event date

Coordinate all activities related to Performance Indicators, including technical documents, drawings, and commercial correspondence

Input document data into standard registers/templates/portals ensuring that the information is accurate and up to date

Maintain the files and document logs as required by the project / framework

Organise, manage and file, project documents and drawings in conjunction with project and corporate naming and numbering procedure

Check that all information complies with specified company formats, templates and standards

Assist the framework team with the issue, receipt and tracking of all framework deliverables / reporting from pre-construction through to close out and handover stage

Assist with quality checks and audits of document databases, identifying and correcting any anomalies

General framework management activities such as photocopying, scanning, quality checking of electronic data and documents

Maintain accurate registers and actions lists

ROLE DEFINITION

	<p>Assist with organising and managing regular and bespoke framework meetings (internal/external) liaising with client as required</p> <p>Act as focal point for all team document management matters</p> <p>Effectively communicate any framework management problem areas to the project team where necessary</p> <p>Provide practical help and first line training support to team members</p> <p>Assist with the coordination of document management across the whole framework including policies, protocols and practice</p> <p>Maintain and organise hard copy document masters for all framework documentation</p> <p>Support regional delivery/framework teams in preparing for internal and external audits.</p> <p>Assist with providing evidence and relevant documentation for audits.</p>
Qualifications, training and technical knowledge	<p>Educated to NVQ level or equivalent</p> <p>Previous Document Control experience</p> <p>Knowledge in use of spreadsheets, database, word processing and selected job specific software</p> <p>Experience setting up and using electronic document management systems</p> <p>Ability to keep clear and accurate records and reports</p> <p>Ability to use computer and rapidly input data and retrieve records and information</p>
Attributes and skills	<p>Some supervision skills</p> <p>Ability to meet regular deadlines</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>
Other Responsibilities	<p>All general framework admin / process / co-ordination related tasks.</p> <p>Assist Framework & Relationship managers in carrying out their day to day responsibilities.</p> <p>Completion of Project Requests / uploading to P365</p> <p>Completion of Project Orders and upload to P365</p> <p>Assist with management / admin of docusign</p> <p>Assists with all monthly Project Tracker and fee management reporting to Scape.</p> <p>Assist with ensuring all framework projects deliver the Social Value metrics monthly and that each region collects the data necessary for:</p> <ul style="list-style-type: none"> • Social Value Portal (SVP) National Toms • Morgan Sindall Social Value Bank (MSSVB) <p>Upload all metrics to relevant portals and keep suitable records</p> <p>Assist and work with Regional Performance Manager to ensure Monthly Performance Indicators reporting / management are undertaken and submitted in line with Scapes reporting deadlines.</p> <ul style="list-style-type: none"> • P365 (Firefly) • CSV files <p>Assist with undertaking & actioning all Morgan Sindall Customer Experience Questionnaires (CEQ's) recording results and uploading to relevant data base.</p> <p>Assist with undertaking and actioning all Scape customer feedback/client satisfaction forms and report internally/externally.</p> <p>Assist with reporting and Initiate any corrective actions as required.</p> <p>Assist in compiling all Scape quarterly reports, annual statements.</p> <p>Take responsibility for and set up all necessary process's / procedures to ensure compliance with all Scape audits requirements relating to the Framework guidance / process's / requirements.</p>

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	<p>Assist with and participate in any Scape organised workshops / partner workshops organised by Scape.</p> <p>Assist in organising and delivering key framework events such as meet the buyer and client workshops.</p> <p>All general framework admin / process / co-ordination related tasks.</p> <p>Support pre-con teams with FW process's</p> <p>Assist Framework & Relationship managers in carrying out their day to day responsibilities.</p> <p>Assist with uploading of data / evidence to P365</p> <p>Assist regional / framework team with managing leads and dynamics</p> <p>Assist with the distribution of framework communications ensuring that actions required are carried out within the specified time frame.</p> <p>Assist with the development of Framework Management Plans and communication to regional teams of requirements and expectations, capturing lessons learnt to improve framework performance.</p>
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