

Senior Administrator

Generic title	Coordinator
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>They will coordinate and assist project teams and operational managers in the Social Value and sustainability function to enable improved performance across the business.</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>
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 activities proactively and efficiently, enabling the Social Value and Sustainability team to work easily and quickly and without disruption. They will coordinate the Carbon Literacy Project deployment across the business.
Responsibilities and accountabilities	<p>Carbon Literacy Project coordination will result in the creation of carbon literate change agents across our business that can engage knowledgeably with our external stakeholders on decarbonisation. Duties will include:</p> <ul style="list-style-type: none"> • Shape the training content for stakeholders, working with the Social Value and Sustainability Team • Coordinate the accreditation process for candidates • Book training for candidates • Push successes to PR and Comms for use in marketing • Monitor progress towards Carbon Literacy targets • Contribute to and drive the evolution of the Carbon Literacy Project within our stakeholder groups <p>Oversee, coordinate and manage all aspects of general team administration including:</p> <ul style="list-style-type: none"> • Arranging training sessions for our internal customers • Conducting feedback surveys from businesses and collate results to measure impact of behavioural initiatives • Arranging events with multiple stakeholders

	<ul style="list-style-type: none"> • Completing ad hoc data gathering exercises to fill knowledge gaps • Support the team to maintain Reference library of digital resources, guidance and publications • Maintain the intranet page, e.g. uploading document revisions, flagging out of date documents • Performance reporting including carbon pledge reporting and supply chain data collation • Maintain database of previous sustainability project experience for work winning teams • Populate case study templates as required <p>Interact with colleagues, customers and visitors, maintaining a polite and helpful approach with all</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>Support staff in assigned project-based work</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>
Qualifications, training and technical knowledge	<p>Educated to GCSE level</p> <p>Business administration related qualification desired</p>
Attributes and skills	<p>Some supervision skills</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>