

Administrator

Generic title	Assistant
General Description	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.

Competencies

Achieving Results	Will set goals for self in own work environment Demonstrates enthusiasm for the job
Analytical thinking and decision making	Using personal experience and systematic approach to arrive at decisions on straightforward issues
Communication	Communicates positively with clarity and understanding Presents information in a structured way Demonstrates confidence when communicating in own subject
Dealing with change	Positive attitude to change when presented Contributes to change in own area of work
Teamwork	Contribute to the overall team objectives Understand how to be part of a team Regularly cooperate with team members
Leadership	The capacity to assume some position of influence within a team
Managing resources	Works effectively within time and budget constraints set by others Looks to complete on schedule and recover slippage
Negotiation	The ability to discuss and agree priorities
People Development	Can respond within tested frameworks of development to identify own needs Uses personal experience to build own skills

Role definition

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	<p>Oversee and coordinate all aspects of general office administration including maintaining administrative systems</p> <p>Undertake all general office administrative duties in an efficient manner, always offering a good and consistent service to office staff</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 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>Attend meetings as requested in order to record minutes</p> <p>Compile, transcribe and distribute minutes of meetings</p>

	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 interpret procedures and policies of the organisation Ability to communicate effectively Ability to deal effectively with people Knowledge of administrative principles and their application Ability to work well either alone or as part of a team Computer literate Good writing, analytical and problem-solving skills Ability to communicate effectively Ability to operate standard office equipment Ability to follow oral and written instructions Ability to handle a wide variety of situations and problems