

Job Description

NAME: //

JOB TITLE: Office Administrator

DIVISION: Administration

OFFICE: Telford

RESPONSIBLE TO: Office Partner

PURPOSE OF ROLE

To provide a comprehensive administrative service to the business, ensuring that tasks are undertaken in a timely and effective manner. To strive for continuous professional development at work.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Tasks and Activities:

1. To assist the Office Partner in the smooth day to day running of the office, acting as immediate contact for general office matters.
2. To provide general administrative support to the office, including photocopying, filing and taking phone calls as required.
3. To assist with the management (opening, closing, sorting, storage, retrieval, destruction) of files and deeds, as may be required, in line with firm/office procedures.
4. To maintain records pertaining to Undertakings given by partners on files and follow up with reminders to confirm whether these have been discharged and relevant notification put on the file/system.
5. To provide relevant finance support to the office – raise purchase orders, check supplier invoices, accurately record monies received from clients and pay in at bank, maintain accurate petty cash records and balance cash tin at end of week.
6. To process all post efficiently – opening, distribution, franking mail, sending DX.
7. To cover reception, meet/greet visitors and make refreshments as needed.
8. To oversee the appointment and meeting room diary for the office.
9. To allocate car parking, and handle any associated issues, at the office.
10. To ensure adequate provision of stationery, first aid and consumables, liaising with appropriate contacts/suppliers and place orders as necessary.
11. To ensure office equipment, electrical appliances and alarms are in good working order and take steps with the Office Partner for their repair or replacement as needed.
12. To liaise with external engineers/contractors, authorised third parties and/or landlord in handling relevant facilities and maintenance matters.
13. To ensure the office is kept tidy and all communal areas are cleared of waste, efficiently putting away deliveries in a well organised manner.
14. To assist the onboarding of new joiners by getting their desk ready and arranging stationery supplies etc.
15. To undertake any other duties which may from time to time be allocated.

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Generic Responsibilities and Expected Standards:

1. To assist with the implementation of good working practices, maintain a high standard of work and client service/care within your area of responsibility, in accordance with the firm's policies, procedures and guidelines and/or as directed by your line manager.
2. To use initiative on all matters.
3. To ensure confidentiality and security for all firm and client documentation and information.
4. To undertake any specific training course as and when required.
5. To effectively demonstrate the firm's values and behaviours at all times.
6. To maintain clear and precise communications with other members of staff and assist other members of staff when required.
7. To develop good working relationships with external institutions, organisations and other third parties.
8. To ensure that any equipment supplied for the purpose of your work is used correctly, maintained and any defects/faults are reported.
9. To ensure that Health & Safety principles and safe working practices are followed at all times. Employees have a legal duty that gives them responsibility, so far as is reasonably practicable, to ensure that they do not endanger themselves or anyone else by their acts or omissions.
10. To cooperate with the firm on Health & Safety matters and do not interfere with or misuse anything provided for health, safety and welfare purposes.
11. To keep areas of work clean and tidy.
12. All employees have a responsibility to carry out their work with due regard for the environment.

PERSON SPECIFICATION

Skills, Knowledge, Experience and Attitudes

1. A proficient level of literacy and numeracy.
2. Experience of working within a team environment.
3. Experience of data entry and text processing.
4. IT literate with experience of the Microsoft Office suite of applications e.g. Word, Excel and Outlook.
5. A high level of attention to detail.
6. Ability to interact effectively with others, both face to face and over the telephone, including an excellent telephone manner.
7. Committed to excellent client service.
8. Focused on achieving goals, adopting a proactive can-do attitude.

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9. Uses initiative, works creatively and solves problems.
10. Highly motivated and willing to learn.
11. An understanding of and adherence to General Data Protection Regulation (GDPR), and maintaining confidentiality and integrity at all times.

SUMMARY

The details outlined in this job description reflect the content of the post at the date the job description was prepared. It is inevitable that over time the nature of a defined job role will change, existing duties may be lost and other duties gained without changing the general character of the work or level of responsibility entailed. It is intended that this job description will be revised from time to time in discussion with the post holder.

In addition, you may be expected to perform other duties commensurate with this position or as required to assist the business needs. Any additional tasks will be kept within your abilities and skills range, and training will be provided if necessary. Such agreement should not be unreasonably withheld.

Name:

Signature:

Date:/...../.....