Job Title: Office Administrator

Reports to: Administration Manager

Primary Functions

- Lessen office administration of others including Administration Manager, Finance Manager, Project/Job Managers and Directors.
- Organise marketing events in conjunction with others.
- Respond to requests for office information promptly.
- Assist with the production of newsletters.
- Document formatting using MS Word.
- Maintain and update company websites.
- Maintain and enhance relationships, performance and value for money from office suppliers and contractors.
- General office duties.

The role includes but is not limited to the following tasks:

- Liaise with staff and Directors to understand existing office procedures.
- Fully understanding the operations of the business.
- Maintain, develop and apply specialist knowledge to administration systems.
- Adhere to the Quality Management System.
- Develop the knowledge contained in the financial and office procedures that can be shared with other staff.
- Undertake staff inductions.
- Identify potential cost savings and or efficiency gains and work in close liaison with the Administration Manager and Managing Director.
- Provide and suggest innovative solutions to operational office issues.
- Respond to assistance from staff to deliver projects on time.
- Assist professional staff with flight bookings and other travel arrangements.
- Assist in the coordination of staff and work flow management.
- Provide support for the preparation of proposals and reports.
- Develop templates to ease administration processing.
- Accurately report meetings and timelines for delivery of tasks. Managing the library.
- Maintain the contacts database.

Overall Objectives

1) Responsible for understanding the office’s needs and increase administration knowledge throughout the wider team. He/she is expected to:

- Identify areas of administration improvements and implement improvements.
- Maintain management reporting using the company’s software resources.
- Manage time to meet deadlines.
• Provide assistance to staff for them to better manage jobs.

2) Develop client and staff relationships through regular communications. Anticipate needs and respond to requests in a timely and professional manner. Using initiative in being pro-active. Liaise with the board, senior management team, staff and clients by:
   • Understanding the business.
   • Developing trust and open communication.
   • Conducting proper representations of the company.
   • Promptly addressing any issues that arise.

3) Contribute to the goal of enhancing productivity through better and timelier information.

4) Enable the office to function productively:
   • Making sure office supplies, including kitchen and cleaning supplies are regularly replaced and appropriate stock levels are held.
   • Arranging for the regular cleaning of the office laundry and as required placing the office rubbish bins on the street for collection and when empty return.

Key Performance Indicators

• Client, staff, board and senior management team satisfaction.
• Teamwork, cooperation, open communication, coaching of staff.
• Meeting reporting deadlines.
• Identifying areas for improvement.
• Implementing solutions.
• Implementing individual action plan.

Personal Competencies

The person for this role is expected to:

• Show initiative and a logical approach to problem solving with an eye for detail.
• Have highly developed communications skills, both oral and written, open communication.
• Have good people relationship and networking skills.
• Focus on customer service, both internal and external.
• Be a trustworthy team player.
• Be able to manage several jobs at once and determine priorities.
• Strong judgement and decisiveness; basis for action.
• Be cooperative with other staff and have good coaching skills.
• Demonstrate experience using the Microsoft Office suite of programs and specifically Outlook, Excel and Word.
• Understand and adhere to the company code of conduct and policies.