

Job Description

NAME: //

JOB TITLE: Office Administrator

DIVISION: Administration

OFFICE: //

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 when necessary with recruitment of junior support staff.
2. To ensure heating, lighting, plumbing and power systems are maintained in good working order.
3. To arrange for engineers/contractors to visit to conduct repairs as and when required.
4. To implement the planned decoration programme for the office as and when required.
5. To act as the point of contact between the firm and engineers/contractors, agents or representatives of authorised third parties and the landlord.
6. To ensure adequate stocks of consumables and supplies for equipment held by visiting cash and carry and liaising with necessary suppliers as and when required.
7. To ensure adequate provision of the following equipment in the office and maintain the same in good working order:
 - Audio equipment;
 - Photocopiers and binding machines;
 - Fax machine;
 - Furniture and fittings;
 - Electrical appliances (i.e. kettles, fans etc.);
 - Firefighting equipment and Fire Alarm;
 - Security Alarm;
 - Post room equipment and miscellaneous office equipment;
 - First aid supplies.
8. To ensure ordering of adequate supplies of the above.
9. To raise purchase orders.
10. To check suppliers invoices.

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11. To arrange changes, proofs etc. to any held stationery, ensure adequate stocks for the office and arrange all ordering of held stationery (i.e. headed paper, cash office slips etc.).
12. To ensure all car parking passes are kept up to date and renew every pass as required.
13. To help with the opening of post.
14. To distribute post and incoming faxes.
15. To arrange Post Rota.
16. To frank mail and send out DX.
17. To undertake photocopying, filing and taking phone calls as required.
18. To organise refreshments if required.
19. To maintain accurate records of cheques received.
20. To complete paying in books with cheques and cash received and take to the bank.
21. To maintain accurate records of Petty Cash and ensure cash tin balances at the end of each week.
22. To arrange file destruction at the office, to include sorting of files and arranging with the appropriate company to remove and destroy the waste. To re-arrange and store remaining files as appropriate.
23. To close files for every department using the correct procedure as set out by Cash Office and the office to ensure files can be located once in storage.
24. To retrieve closed files from office storage or off site storage facilities as and when requested.
25. To co-ordinate Office Juniors daily routines, prioritising their workload and generally managing them, if required.
26. To train new juniors in the tasks required of them.
27. To maintain Safe Storage of Deeds in accordance with the office procedure, including retrieval of Deeds as and when requested, placing new Deeds into storage and returning Deeds to their correct storage location when requested.
28. To assist as deemed appropriate with the maintenance of a safe and secure office, through replenishing necessary supplies and sanitising relevant areas e.g. copiers, door handles, water machines.
29. To undertake any other duties which may from time to time be allocated.
30. To cover reception/switchboard duties as and when necessary.

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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. The firm's Environmental Policy and procedures relevant to your area must be followed.

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:/...../.....