

## Office Administrator – Job Description

### Role Purpose:

To provide high quality administrative support, ensuring excellent customer management and to enable the achievement of business objectives.

### Key Responsibilities:

- To assist in ensuring compliance with all relevant SHE regulations and guidelines relevant to office space, including DSE assessments.
- To provide diary management for senior managers.
- To assist CPI Staff in arranging travel and accommodation both inside and outside of the UK following the travel procedure and ensuring best value for money.
- To input data into the company’s CRM system to keep it up to date.
- To provide reception duties; answering the main switchboard and dealing appropriately with all calls and taking messages.
- To assist with all visitors, including tours to facilities, and managing the PPE supplies, and ensure all visitors to CPI are received and hosted appropriately.
- To arrange and ensure the smooth running of meetings, including the co-ordination of room bookings, collating papers and ensuring refreshments are available.
- To raise purchase orders as requested, placing orders as appropriate using the correct procedure and always ensuring best value for money.
- To provide administrative support to managers by attending project meetings to take notes and actions and providing an audit trail of actions in preparation for the next meeting.
- To co-ordinate inductions for all new starters, including ensuring appropriate office accommodation, IT and phones are available.
- To conduct general office duties as required including photocopying, scanning, ordering stationery and other consumables.
- To be responsible for booking and monitoring the meeting rooms and hot desks at each facility.
- To take part in other admin activities and support other functions of the business as and when required. Any additional activities undertaken will be commensurate with the level of this role.

**Direct reports:** No direct reports

### Person specification

#### Education / Qualifications:

Essential:	Desirable:
Educated to NVQ / QCF level 3 (or equivalent) in Business Administration.	IT related qualification.

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Competencies and behaviours	
<b>Leadership (Core)</b>	<b>Decision Making (Enabling)</b>
<ul style="list-style-type: none"> <li>Respects and values the diversity of talents, skills and backgrounds that others bring to joint projects / work.</li> <li>Has a positive influence on those in contact with.</li> <li>Gains the respect and confidence of colleagues and supports them in achieving their goals and targets.</li> <li>Aligns own behaviours and actions to CPI's values, vision and goals.</li> </ul>	<ul style="list-style-type: none"> <li>Pro-actively identifies and prioritises the key issues involved to facilitate the decision-making process.</li> <li>Seeks input from the relevant stakeholders when appropriate, considers risks, and takes accountability for the impact a decision may have on others.</li> <li>Makes decisions in a timely manner.</li> <li>Identifies the key factors in a complex problem.</li> </ul>
<b>Communication (Core)</b>	<b>Developing self and others (Core)</b>
<ul style="list-style-type: none"> <li>Communicates in a clear and concise manner, covering all relevant points in a timely manner.</li> <li>Uses the appropriate route and format to communicate.</li> <li>Confirms understanding of others communication.</li> <li>Asks questions to understand other people's viewpoints.</li> </ul>	<ul style="list-style-type: none"> <li>Knows own career aspirations and clearly communicates them to relevant colleagues whilst actively working to achieve goals.</li> <li>Sets personal development goals and deploys strengths to achieve them.</li> <li>Takes responsibility for one's own performance and actions and invites and incorporates feedback from a variety of sources.</li> <li>Regularly reflects on own capabilities to identify development priorities.</li> </ul>
<b>Collaboration (Enabling)</b>	<b>Delivery (Core)</b>
<ul style="list-style-type: none"> <li>Understands the value of establishing effective and supportive relationships, and collaborative working.</li> <li>Actively listens, questions and observes body language so as to understand communication from others.</li> <li>Cultivates and maintains partnerships across departments to deliver value for the business.</li> </ul>	<ul style="list-style-type: none"> <li>Plans, prioritises and leads own area of work to deliver specified and agreed outcomes (time and standard).</li> <li>Accurately scopes out length and difficulty of tasks, and repeatedly estimates correct amount of time needed for tasks.</li> <li>Refers to lessons learnt from other projects/ tasks with related scope.</li> <li>Acts with minimal supervision or direction.</li> <li>Pays attention to detail and delivers accurate and high quality outputs.</li> </ul>

### Knowledge and Experience:

Essential:	Desirable:
Previous experience of providing administrative support in an organisation of a similar size to CPI.	
Advanced user of Microsoft IT packages including Excel, PowerPoint and databases.	