

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:

- Embrace and role model the desired behaviours to exemplify our Company values, promoting an ethical, positive company culture.
- To maintain consistent and documented compliance with all relevant Safety, Health and Environmental (SHE).
- 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:

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

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

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- Pays attention to detail and delivers accurate and high quality outputs.

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.	