



JOB DESCRIPTION

<u>JOB TITLE:</u>	Administrator
<u>DEPARTMENT:</u>	Administration
<u>POSITION:</u>	Full Time (Fixed Term) (Temporary)
<u>LOCATION:</u>	Portadown
<u>REPORTING TO:</u>	HR Manager & Head of Sales
<u>PROBATIONARY PERIOD:</u>	6 months

Reporting Relationships and outline of the role:

The Administrator plays a vital role in meeting the administrative needs of the business, providing support to various departments, including Business Development, Technical Surveying, Management, and Directors. Key responsibilities encompass a range of general administrative tasks such as data entry, document preparation, appointment scheduling, and responding to client and external stakeholder inquiries. The position involves working with bespoke systems and demands a high degree of organization and attention to detail. As an Administrator, you will be part of a growing team, collaborating and offering support within the Admin Team as needed.

Responsibilities:

1. Prepare administration and relevant administration documents, including using bespoke client templates and spreadsheets.
2. Organisation of appointments for the Building Surveyors / Inspectors, liaising with members of the General Public including Landlords and Tenants via telephone, email, and letter.
3. Accurately input data into application systems, including Microsoft packages and bespoke client / internal systems, ensuring due diligence. You must maintain an accurate filing and document control system.
4. Update records on application systems as needed, including rescheduling appointments and updating of information relevant to the support you are providing within the Administration function.
5. Compile reports as and when required by the County Council, Building Surveyor/ Inspectors, Managers, Directors, and clients. Using the data information you update and compile in readable formats for your desired audience.
6. Issue all relevant documentation to the Building Surveyor/ Inspector and County Councils, Housing Bodies, Insurers or any other external stakeholders via post or email.
7. Maintain an accurate filing and document control system.
8. Professionally handle telephone queries from internal and external stakeholders, including clients, tenants, Building Inspectors, housing bodies, private landlords, external stakeholders and team members. Professionalism is required at all times.
9. Assisting other members of the administration team as and when required. This includes providing support and cover for holidays or any other leave.
10. Provide assistance to Managers and Directors as needed.
11. Perform other duties as assigned by Managers and Directors.



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Location:

The role is performed in an office, and all relevant equipment is provided to enable you to perform your role to the best of your abilities. Due to extreme circumstances you may be required to work from home. This will be under the instruction of the Directors and only when it is an emergency to do so.

Essential Competencies/ Knowledge and Skills required for the role:

1. Minimum of 5 GCSE's (Grades A-C) or equivalent to include Maths and English.
2. Minimum of 1 year's relevant experience in busy office environment.
3. Customer service focused displaying excellent oral and written communication skills.
4. Strong organisational and time management skills.
5. Ability to prioritise work in order to meet strict deadlines.
6. Maintain a high level of accuracy paying close attention to detail.
7. Work effectively on own initiative in a pressurised environment and as part of a team.
8. IT literate and proficient user of MS packages.
9. Must be able to think clearly and solve problems.
10. Ability to work on own initiative with minimum supervision.
11. Must have interpersonal skills and a positive attitude to work and other people.
12. Ability to work as part of a team member.

Health and Safety responsibilities:

- Take reasonable care the Health and Safety of yourself and others who may be affected by your actions.
- Work in a safe manner and observe the Company Health and Safety Rules and Procedures.
- Report to your manager/ Health and Safety manager any incidents that have led to or could have led to injury or an accident or have affected the environment.
- Report all injuries promptly that occur to yourself at work and obtain the necessary first aid treatment.
- Ensure that you work with managers and the Company to achieve a healthy and safe workplace environment.
- Help in the investigation of accidents in order to prevent recurrence.
- Ensure that you observe the company handbook and maintain a professional image at all times, and adhere to all Health and Safety regulations in the office.
- Set an example of safe, correct behaviour at all times in the office.
- Report any hazard / defect you may observe promptly to your immediate manager.
- Report any shortcomings in systems of work or procedures to your manager.
- Not to interfere with or misuse anything provided in the interests of health, safety and welfare or yourselves or your work colleagues.
- To comply with safe systems of work at all times
- To advise managers when not trained for tasks you are being asked to carry out.

We are an Equal Opportunities Employer.

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____