

## JOB SPECIFICATION

Job Title: **ASSISTANT ADMINISTRATOR**

Establishment:

Responsible to: Administrator

### **Brief description of job:**

The Assistant Administrator is responsible for helping to provide an efficient and accessible administration service to support the smooth running and effective management of the establishment. The Assistant Administrator will need to maintain a clear picture of the students and the service provided. The job requires both efficiency and well-developed personal skills.

### **JOB DESCRIPTION**

#### **Key Result areas:**

- 1 To attend for work reliably and punctually.
- 2 To attend all training as required and take part in a positive manner.
- 3 To know where Cambian Group policies are kept and to be aware of and follow their contents.
- 4 To remain vigilant and do everything possible to protect students/residents and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.
- 5 To ensure that all students, residents and colleagues have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Cambian Group policies.
- 6 To contribute to making the admin team effective. This involves supporting other members of the team and helping to build positive relationships. You must be willing to give and receive constructive feedback aimed at developing the quality of relationships and team performance.
- 7 To plan, organise and carry out your work to meet requirements. Continually looking for ways to improve your own performance and identifying any training to help will form part of this.
- 8 To prepare a range of documents. This involves creating documents, producing and distributing mail-merge documents, using corporate formats as required. This also includes photocopying and presenting complex material and dealing with correspondence. It is likely to include, amongst others, documents related to such matters as budgets, student case reviews and staff recruitment and selection.
- 9 To enter, find, update and store information in paper-based files so that they are always complete and information can always be easily and quickly found.
- 10 To enter, store and find information on computer-based applications, using a recognisable filing structure, and to produce reports from databases. This will involve maintaining up to date staff and student databases.

- 11 To make and receive phone calls, send and receive faxes and e-mail using the required protocols.
- 12 To communicate effectively with people external to the company. This involves greeting people who visit or call on the phone and dealing with their enquiries efficiently and sensitively. This may be about routine matters or may involve helping people with problems and concerns, both of which will require a sound knowledge of the work of the establishment.
- 13 To maintain stock levels and issue stock on request using the required procedure.
- 14 To deal with mail as per the procedure set out for the establishment, maintaining the appropriate levels of confidentiality. This includes receiving, sorting and distributing incoming mail promptly and, preparing and dispatching mail at the appropriate time at the end of each day.
- 15 To contribute to effective communications by:
  - a) actively seeking information from your supervisor and by checking log books, noticeboards, diaries and pigeon hole daily, and attending meetings as required; and by
  - b) keeping other admin staff informed, giving out information in a clear, legible, objective and professional manner, in a variety of ways, using the appropriate level of confidentiality.
- 16 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

### **Health & Safety**

- 17 In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to evaluate and take action to reduce the risks. It is expected that you comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for students.

### **The contribution of this role:**

By effectively carrying out this role, you will make a significant contribution to establishing and maintaining a well organised office, to building positive relationships and effective communications, and to providing a reliable, competent service both to employees and to people outside of the company. This will make an important contribution to achieving the Cambian Group's goals.

### **PERSON SPECIFICATION**

**For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.**

#### **Knowledge**

- 1 Knowledge of what constitutes good office practice
- 2 Knowledge safe working practice

#### **Skills and Abilities**

- 3 Ability to attend work punctually and reliably
- 4 Ability to communicate effectively, verbally and in writing, with a wide range of other people

- 5 Ability to organise own time to deal with set tasks effectively
- 6 Ability to produce good quality work and maintain positive relationships with other staff whilst working in a busy environment
- 7 Ability to deal with all external callers in a welcoming and helpful manner
- 8 Ability to deal appropriately with new or difficult situations
- 9 Ability to use current versions of Microsoft Office applications competently (Word, Excel, Outlook)
- 10 Ability to type quickly and accurately
- 11 Ability to comply with prescribed company procedures as well as contributing to developments and improvements
- 12 Ability to construct appropriate responses to correspondence with minimal guidance
- 13 Ability to maintain efficient systems for the storage and easy retrieval of information (paper and computer-based)
- 14 Ability to use a range of office equipment
- 15 Ability to ensure that appropriate levels of confidentiality are maintained

**Qualifications**

- 16 No criminal record including convictions, cautions, reprimands, bindings over or warnings which may be relevant to the safety and welfare of students/residents or staff
- 17 NVQ level 2 in Administration (may achieve this whilst in post)
- 18 Recognised typing/word processing qualification
- 19 Minimum of GCSE English and Maths (or ability to prove competence at equivalent level)

**Experience**

- 20 Experience of working as an effective team member in an office environment
- 21 Experience of using a range of office equipment
- 22 Experience of dealing with information in a variety of formats (written, verbal, electronic, charts, graphs accounts etc.)

Jobholder ..... Signed ..... Date .....

Manager ..... Signed ..... Date .....