

Job Title:	Team Administrator
Salary Range:	£25,000-£28,000
Responsible To:	Director of Operations

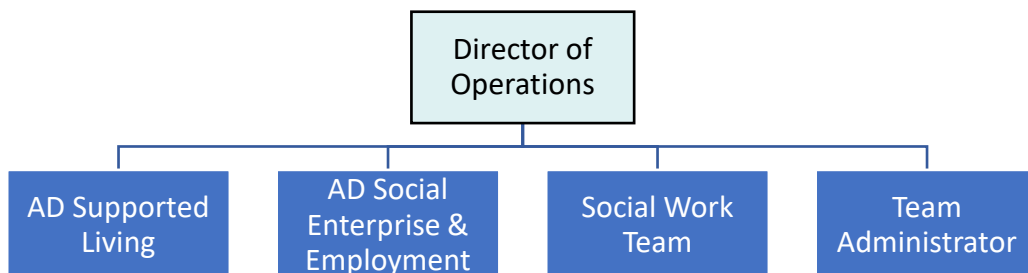
1. Job Summary

Working as part of the Operations Team, the Team Administrator will provide day to day administrative support to the Operations Team.

This will include acting as point of contact for the team, liaising with internal departments on behalf of managers and general administration/clerical duties.

The Team Administrator will work, as directed by the Director of Operations, to ensure high quality administrative support service is developed and maintained across the organisation.

2. Organisation Chart



3. Key Tasks

- To provide point of contact for telephone, email and face-to-face enquiries relating to the Operations team.
- To provide general office duties including typing, photocopying, data-input, emailing, telephone queries, and diary management.
- Answer, screen and re-direct calls as appropriate and take adequate messages when required.
- Produce reports and management information in association with action plans and manager requests.
- Provide general administrative support to the Operations Team and other staff members as required.

4. Operational Tasks

- To assist in the planning and preparation of meetings, conferences and conference telephone calls booking meeting rooms as required.
- To schedule and attend meetings, draft agendas, take minutes and issue in a timely manner.
- To Co-ordinate meetings and organise catering as required.
- To manage diaries and arrange appointments as required.
- To organise travel for staff as required.
- To organise and store documents and electronic records.
- To respond to general enquiries in a polite and professional manner.
- To ensure knowledge of staff movements in and out of the building.
- To prepare correspondence and documents.
- To perform other clerical duties such as filing, printing, photocopying, collating, etc. sometimes on behalf of colleagues.
- To support with inputting data and maintaining systems and databases as required.
- To support with collating payroll data as required.
- Perform other related duties as required.

5. Key Values

In addition to undertaking the duties as outlined above, the post holder will be expected to adhere to the following:

- **Organisational Values**
To behave in accordance with the organisation's values.
- **Equity, Diversity and Inclusion**
To act in accordance with the organisation's Equity, Diversity and Inclusion Policy, which is designed to prevent discrimination of any kind.
- **Health & Safety**
Ensure that all duties are carried out in line with the Organisation's Health & Safety Policy.
- **Risk Management**
Responsible for reporting complaints, incidents and near misses through the appropriate reporting procedures.
Responsibility for attending health & safety training as required.
Responsibility for assisting with risk assessments.

6. Note

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks. Langdon reserves the right to alter the content of this job description to reflect the changing needs of the organisation, but is a correct reflection of the duties of the post at the time of writing.

7. Acceptance

I agree to undertake the duties of the job in accordance with the above.

Signed: (Post Holder)

Name: (Print)

Date:

Signed: (Line Manager)

Name: (Print)

Date:

This document is to be signed and returned to the HR Department on your appointment and/or at the annual review point for Langdon Job Descriptions. The signed copy will be retained on your Personnel File.

PERSON SPECIFICATION

Team Administrator

	Essential	Desirable
Qualifications & Knowledge:	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent including Maths & English. • Proficient with Microsoft Office including Word & Excel. 	<ul style="list-style-type: none"> • NVQ Business Administration Level 3 • Shorthand
Experience	<ul style="list-style-type: none"> • Previous experience of working in a busy office environment. • Previous experience of providing administrative support to senior managers. • Previous experience of using a telephone/switchboard system. 	<ul style="list-style-type: none"> • Previous experience of working in a customer facing role. • Previous experience of working with people with a Learning Disability or Autism.
Communication & People Skills:	<ul style="list-style-type: none"> • Good telephone manner. • Ability to respond to enquiries via email and over the telephone. • Professional appearance. 	
Organisational Skills:	<ul style="list-style-type: none"> • Ability to organise, multitask, prioritise and work under pressure. • Methodical and thorough approach to work. 	
Specialist Skills	<ul style="list-style-type: none"> • Good keyboard skills • Good attention to detail. • Ability to be resourceful and proactive in dealing with issues that may arise. 	
Other	<ul style="list-style-type: none"> • Candidates should indicate an acceptance of and commitment to the principles underlying Langdon's Equity & Diversity and Health & Safety Policies. • Ability to work flexibly as required. 	