

JOB DESCRIPTION

Job Title:	Office Administrator		
Responsible to:	Office Manager	Responsible for:	N/A

Key Objectives:	
1	To provide a comprehensive level of proactive professional and administrative support and assistance to the Sales, Marketing and Operations teams to enable them to carry out their roles as effectively as possible.
2	The role will also provide cover to the MD and Operations Director in the absence of the Office Manager.
Principal Duties and Responsibilities:	
1	<p>To provide administrative support to the teams, including, but not restricted to:</p> <ul style="list-style-type: none"> • Assisting with Purchaser Visits. • Management of marketing collateral. • Maintaining contact lists. • Assisting with making up packs. • Data inputting. • Administration of Golden Brick and all other customer information e.g. plans and site inspection reports. • Setting up, arranging and minuting meetings e.g. Ops Team Meeting, Sales and Marketing Update Meeting. • Maintenance of a knowledge database and electronic filing.
2	<p>In the absence of the Office Manager, to provide a full administrative support role to the MD and Operations Director:</p> <ul style="list-style-type: none"> • Managing diary commitments and requests. • Setting up, arranging and minuting meetings. • Ensuring paperwork is available for meetings. • Ensuring agendas and papers are complete and in a finalised form prior to all meetings. • Managing emails/general correspondence. • Fielding telephone calls.
3	To assist the Office Manager in the collection and collation of data for Freedom of Information and Data Protection enquiries.
4	To carry out housekeeping duties to ensure the Plot Shop is a welcoming place to work.
5	To represent the Management Team and Office Manager with a positive, customer-focused 'can do' attitude.
6	To carry out any additional duties designated to the post holder by the Office Manager, commensurate with the responsibilities of the role.

PERSON SPECIFICATION

	Essential		Desirable	
Qualifications	1	Highly numerate and literate.	1	Relevant professional qualification at NVQ level 3.
Experience	2	Demonstrable experience working as a PA.	2	Technical experience in designated areas.
	3	Demonstrable experience of working in a busy office environment.	3	Construction, development or estate agency administration.
Knowledge	4	An excellent knowledge of Microsoft Office and other relevant software packages.		
	5	Ability to work independently and use initiative.		
	6	Ability to deal with conflicting priorities.		
Skills	7	Strong IT skills.		
	8	Highly organised.		
	9	Ability to take minutes at middle management level meetings.		
	10	Excellent problem solver.		
	11	Ability to ensure confidentiality is maintained in all aspects of the role.		
	12	Ability to act with integrity and discretion.		
	13	Team player.		
Other requirements/ circumstances/ aptitudes	14	Customer-focused, approachable, diplomatic and efficient with a 'can do' attitude.		
	15	Corporate in style and thinking.		
	16	Ability to connect seemingly unrelated matters and be able to see the bigger picture.		

Job Description and Person Specification created by:

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On:

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