

## 1. Position Details

**Post:**  
**Administrator**

**Department:**  
**Operations**

## 2. Job Purpose

The Administrator is a competent multi-tasker who provides a high level of support to consultants, managers and customers and is an integral part of each team, providing general administrative support. They will lead on payroll for the branch and support compliance.

## 3. Key Responsibilities

### Finance

- Process payroll accurately and accordingly to company deadlines
- Establish effective relationships with client contacts to collect accurate, timely temporary worker hours and information necessary to process payroll
- Manage, order and administer petty cash; check invoices in line with finance processes and procedures

### General Administration

- Act as a professional first point of contact for customers via the phone, email and in person
- Provide reception support as required, including: greeting all visitors professionally, answering calls in a timely manner and escalating messages accordingly.
- Maintain accurate records on various databases & manage and file client documentation as required
- Deal with the day to day responsibilities of office maintenance: such as post and processing & actioning of paperwork
- Ensure that stationery supplies and PPE stocks are maintained at adequate levels and sign-off is obtained for orders

- Complete tasks/projects as requested by manager

### Team Support

- Provide feedback to consultants and managers in relation to the completion and quality of system entries or paperwork
- Support consultants in the tracking and monitoring of audit compliance documentation
- Support and record customer enquiries, and support resolution
- Monitor the client and temporary worker feedback process and update management on a regular basis on any trends arising.
- Liaise with Head Office staff as required to fulfil duties and support invoice resolution

### Compliance & Audits

- Support the Business Assurance (BA) team with both internal and external audits
- Understand, and comply with, all company policies, procedures & required regulations & legislation



#### 4: Knowledge & Experience

##### Essential

- Excellent attention to detail and accuracy
- Ability to multi-task and prioritise workload effectively to meet deadlines
- IT literate
- Excellent communication skills

##### Desirable

- Excel skills

#### 5: Competencies (Team Member)

<b>Winning Good Business</b>	Results Driven	Demonstrates drive and enthusiasm to make a difference to customers and meet deadlines
	Innovation	Generates new ideas and solutions for day to day issues which can add value for customers
	Decision Making	Evaluates options by considering implications and consequences; chooses an effective option to ensure outcome is successful
	Resilience	Deals with setbacks to overcome challenges and difficulties and stays focused on critical tasks
<b>Improving Efficiency</b>	Analytical Thinking	Uses information in a logical way, establishing patterns; carries out basic calculations
	Problem Solving	Identifies problems with own work and takes responsibility for finding a solution and fixing mistakes regardless of the causes
	Knowledge Sharing	Actively seeks opportunities to learn by formal and informal means; learns from others, adopting and sharing best practice
	Communication	Actively listens and conveys information appropriately and simply; checks to confirm information is received as intended
<b>Delivering Operational Excellence</b>	Continuous Improvement	Recognises problem areas, strives to understand causes and tries to recommend solutions to prevent re-occurrence
	Handling Change	Identifies good ideas to solve problems and address issues; embraces change
	Customer focus	Understands customer needs, builds and maintains strong relationships and makes use of feedback to deliver great service
	Self-direction	Takes accountability for own actions and takes initiative to make things happen and achieve objectives
<b>Developing the Best People</b>	Developing Self	Supports own personal development; accepts and gives feedback and is not afraid to ask 'how?'
	Managing Self	Effectively manages own time, resources and relationships to ensure that work is completed efficiently
	Teamwork	Identifies ways to involve others and use their knowledge, ideas & skills to achieve team goals more effectively; celebrates success for everyone, and is motivated to contribute to the team
	Building relationships	Develops a wide network of positive relationships both within and outside the business to deliver results