



JOB DESCRIPTION

<u>JOB TITLE:</u>	Administration Assistant
<u>POSITION:</u>	Full Time Permanent
<u>HOUR OF WORK:</u>	Monday – Friday 9am – 5pm
<u>LOCATION:</u>	Portadown
<u>REPORTING TO:</u>	HR Business Partner
<u>SALARY:</u>	Please refer to Employment Contract
<u>PROBATIONARY PERIOD:</u>	6 months

Reporting Relationships and outline of the role:

The role of Assistant Administrator is extremely important in the day to day running of the company, supporting a team of Business Development Executives, Building Surveyors, and Management. You will be required to undertake general administration tasks, deal with client queries, and prepare documents and reports on bespoke systems. A high level of organisation and accuracy is required. As Assistant Administrator you will work as part of a growing team, all supporting each other when needed.

Responsibilities:

- 1. Preparation of Administrative Documents**
Liaise daily with clients, building surveyors, and insurers via phone and email to prepare and manage administrative documentation.
- 2. Accurate Data Entry**
Ensure timely and precise input of data into application systems, maintaining accuracy at all times.
- 3. Data Due Diligence and Record Maintenance**
Conduct thorough due diligence of data, collecting completion documentation and updating records and systems as needed.
- 4. Report Compilation**
Prepare and compile reports as required by clients and management when required.
- 5. Document Distribution**
Carefully review all documentation prior to submission to the insurer, ensuring all relevant information is included to prevent delays in the process. Issue all relevant documentation to insurers and clients via email in a timely and professional manner.
- 6. Filing and Document Control**
Maintain an accurate and organised on line filing system, ensuring effective document control.
- 7. Telephone Support**
Respond to telephone queries from clients, customers, building surveyors, and team



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members. Take clear and professional messages and ensure they are passed to the appropriate person.

8. Team Support

Assist other members of the administration and wider team as needed, including providing cover during holidays or other absences.

9. Additional Duties

Perform any other tasks as required by the management team, contributing to the overall efficiency and success of the team.

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

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.



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- 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:*** _____