

Office Administrator – Job Description

Role Purpose:

To provide high quality administrative support, ensuring excellent customer management and to enable the achievement of business objectives.

Key Responsibilities:

- Embrace and role model the desired behaviours to exemplify our Company values, promoting an ethical, positive company culture.
- To maintain consistent and documented compliance with all relevant Safety, Health and Environmental (SHE), Good Manufacturing Practice (GMP), Data Integrity (DI), quality and best practice requirements.
- To assist in ensuring compliance with all relevant SHE regulations and guidelines relevant to office space, including DSE assessments.
- To be responsible for arranging travel and accommodation both inside and outside of the UK for all CPI staff following the travel procedure and ensuring best value for money.
- To provide reception duties; answering the main switchboard and dealing appropriately with all calls and taking messages.
- To manage all visitors, including tours to facilities, and managing the PPE supplies, and ensure all visitors to CPI are received and hosted appropriately.
- To organise and prepare for meetings, attending to all logistics, booking the appropriate meeting rooms, organising catering and refreshments, where applicable; and ensuring visitors are welcomed appropriately.
- To raise purchase orders as requested, placing orders as appropriate using the correct procedure and always ensuring best value for money.
- To provide administrative support to managers, and where appropriate attend meetings to take notes and actions and providing an audit trail of actions in preparation for the next meeting.
- To co-ordinate technology centre inductions for all new starters, including ensuring appropriate office accommodation, IT and phones are available.
- To conduct general office duties as required including photocopying, scanning, ordering stationery and other consumables. Ensure that the office and front desk is kept in a manner conducive to providing a safe and productive working environment.
- To be responsible for booking and monitoring the meeting rooms and hot desks at each facility.
- To take part in other admin activities and support other functions of the business as and when required. Any additional activities undertaken will be commensurate with the level of this role.
- To be proactive in forward planning to ensure that day to day activity is managed appropriately.
- To assist with administrative duties within the wider materials group including support of administrative teams at other CPI technology centres.
- To work as part of the team to ensure the level of customer care for all visitors is to a high standard.

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Direct reports: No direct reports

Person specification

- Collaborative
- Proactive
- Detail orientated
- Good communication
- Strong organisational abilities and problem-solving skills
- Good time management

Education / Qualifications:

Essential:	Desirable:
Educated to NVQ / QCF level 3 (or equivalent) in Business Administration or relevant experience.	IT related qualification.

Competencies and behaviours	
Leadership (Core)	Decision Making (Enabling)
• Respects and values our diverse people and the differing talents, skills and backgrounds that they bring to projects and day-to-day work. • Has a positive influence on those they are in contact with. • Gains the respect and confidence of colleagues and supports them in achieving their goals and targets. • Aligns their behaviours and actions to our PRIDE values, vision and goals.	• Pro-actively identifies and prioritises the key issues involved to facilitate the decision-making process. • Seeks input from the relevant stakeholders when appropriate, considers risks, and takes accountability for the impact a decision may have on others. • Makes decisions in a timely manner. • Identifies the key factors in a complex problem.
Communication (Core)	Developing self and others (Core)
• Communicates in a clear and concise manner, covering all relevant points in a timely manner. • Uses the appropriate route and format to communicate. • Confirms understanding of others communication. • Asks questions to understand other people's viewpoints, keeping an open mind and embracing new ideas.	• Knows own career aspirations and clearly communicates them to relevant colleagues whilst actively working to achieve goals. • Sets personal development goals and deploys strengths to achieve them. • Takes responsibility for one's own performance and actions and invites and incorporates feedback from a variety of sources.

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	Regularly reflects on own capabilities to identify development priorities.
Collaboration (Enabling)	Delivery (Core)
- Understands the value of establishing effective and supportive relationships, and collaborative working. - Actively listens, questions and observes body language so as to understand communication from others. - Cultivates and maintains partnerships across departments to deliver impactful innovations for the business as a whole.	- Plans, prioritises and leads own area of work to deliver specified and agreed outcomes (time and standard). - Accurately scopes out length and difficulty of tasks and repeatedly estimates correct amount of time needed for tasks. - Refers to lessons learnt from other projects/ tasks with related scope. - Acts with minimal supervision or direction by being purposely empowered to make decisions when needed. - Pays attention to detail and delivers accurate and high quality outputs.

Knowledge and Experience:

Essential:	Desirable:
Previous experience of providing administrative support in an organisation of a similar size to CPI. Advanced user of Microsoft IT packages including Excel, PowerPoint and databases.	