

## Office Administrator (Sedgefield) – 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 support in compliance responsibilities in relation to ISO14001, legal obligation compliance.
- To provide diary management for senior managers.
- 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 assist with all visitors, including tours to facilities, managing the PPE supplies, and ensuring 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.
- Coordination of administration for monthly housekeeping audits.
- 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.
- 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                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| Leadership (Core)                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Decision Making (Enabling)                                                                                                                                                                                                                                                                                                                                                                                                           |
| <ul style="list-style-type: none"><li>• Respects and values our diverse people and the differing talents, skills and backgrounds that they bring to projects and day-to-day work.</li><li>• Has a positive influence on those they are in contact with.</li><li>• Gains the respect and confidence of colleagues and supports them in achieving their goals and targets.</li><li>• Aligns their behaviours and actions to our PRIDE values, vision and goals.</li></ul> | <ul style="list-style-type: none"><li>• Pro-actively identifies and prioritises the key issues involved to facilitate the decision-making process.</li><li>• Seeks input from the relevant stakeholders when appropriate, considers risks, and takes accountability for the impact a decision may have on others.</li><li>• Makes decisions in a timely manner.</li><li>• Identifies the key factors in a complex problem.</li></ul> |
| Communication (Core)                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Developing self and others (Core)                                                                                                                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"><li>• Communicates in a clear and concise manner, covering all relevant points in a timely manner.</li><li>• Uses the appropriate route and format to communicate.</li><li>• Confirms understanding of others communication.</li><li>• Asks questions to understand other people's viewpoints, keeping an open mind and embracing new ideas.</li></ul>                                                                                | <ul style="list-style-type: none"><li>• Knows own career aspirations and clearly communicates them to relevant colleagues whilst actively working to achieve goals.</li><li>• Sets personal development goals and deploys strengths to achieve them.</li><li>• Takes responsibility for one's own performance and actions and invites and incorporates feedback from a variety of sources.</li></ul>                                 |

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|                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Regularly reflects on own capabilities to identify development priorities.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| Collaboration (Enabling)                                                                                                                                                                                                                                                                                                                                                                                  | Delivery (Core)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"> <li>Understands the value of establishing effective and supportive relationships, and collaborative working.</li> <li>Actively listens, questions and observes body language so as to understand communication from others.</li> <li>Cultivates and maintains partnerships across departments to deliver impactful innovations for the business as a whole.</li> </ul> | <ul style="list-style-type: none"> <li>Plans, prioritises and leads own area of work to deliver specified and agreed outcomes (time and standard).</li> <li>Accurately scopes out length and difficulty of tasks and repeatedly estimates correct amount of time needed for tasks.</li> <li>Refers to lessons learnt from other projects/ tasks with related scope.</li> <li>Acts with minimal supervision or direction by being purposely empowered to make decisions when needed.</li> <li>Pays attention to detail and delivers accurate and high-quality outputs.</li> </ul> |

### Knowledge and Experience:

| Essential:                                                                                                                                                                                           | Desirable:                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| <p>Previous experience of providing administrative support in an organisation of a similar size to CPI.</p> <p>Advanced user of Microsoft IT packages including Excel, PowerPoint and databases.</p> | <p>Awareness of ISO14001 regulations</p> <p>Experience with D365</p> |