

TEAM ADMINISTRATOR

JOB DESCRIPTION

This job description outlines the practical purpose and main elements of the job. It is intended to be a guide to the nature and main duties of the job as they exist currently; it is not intended to be a wholly comprehensive or permanent schedule and does not form part of the contract of employment.

1. JOB DETAILS

Job Title: Team Administrator

Department: LAW Glasgow Office

Reports to: Executive Assistant

Reporting to job-holder: N/A

2. OVERALL PURPOSE OF THE JOB

The role-holder is responsible for providing professional proactive organisational and administrative support services to the Legal Services team, the Training Manager and the wider company.

3. PRINCIPAL ACCOUNTABILITIES

1. To provide administrative support to Legal Services and training teams

- a. Organisation of all Department Meetings – ensuring that all preparation is of a high standard.

Assist with all other administration support for the teams to support the smooth running of the departments, including monitoring of incoming emails and ensuring relevant prioritisation of all work related matters.
- b. Assisting with travel arrangements for the EL and training team.
- c. Booking rooms and catering for EL team meetings and training events; attending and following up any actions.
- d. Draft, co-ordinate and monitor the progress of all employment law; training and HR short term contracts so that all internal and external processes are followed. This includes providing monthly updates for the Director on income against budget and projected income.
- e. Assisting with tribunal preparation to include: co-ordination of correspondence with employment tribunal offices, claimants and/or their legal representatives and ACAS offices; typing statements and inventories; collating, printing and distribution of bundles to other parties;
- f. Drafting and sending letters and correspondence to clients or other parties when required
- g. Creating fee invoices, billing request forms and bill narratives for processing by accounts for all short term project work and, when required for litigation.
- h. Co-ordinate advice rotas for the employment team.

3. Client service

- i. To provide regular reports to MDDUS on service usage – as agreed with MDDUS.
- j. To contact clients to arrange audits on receipt of new or renewal contracts from finance assistant.
- k. To monitor adherence to relevant SLAs in respect of new clients, and to chase legal managers as necessary.
- l. Generally, to ensure that audit SLAs are adhered to by the legal team.
- m. To provide regular reports to Head of Employment Law on audit service delivery.
- n. Answer calls on behalf of legal team where appropriate and follow up on any actions arising – ensuring service levels are met.

4. CRM and Reporting

- o. Work with the entire organisation as a CRM admin champion; to ensure the CRM is understood by new and existing users.
- p. Provide CRM data entry support and basic implementing and managing of customer contacts and communications.
- q. Generate client usage reports for internal and external use.
- r. Format all client reports to ensure that they are professional, visually appealing and, in line with our overall brand identity.
- s. Produce statistics on call numbers for the company in order to inform future resourcing requirements.

5. Finance Support

- t. Support finance team as required to include liaising with client on insurance renewals, maintaining insurance files to the standards required by AIG, Issue insurance certificates.

Company Administrative Support

- u. In conjunction with the rest of the administration team, to provide professional and efficient telephone support for incoming calls to the switchboard and advice line – ensuring that service delivery and incoming prospect calls are processed to agreed SOPs.
- v. Ensure professional and knowledgeable assistance is given to all callers and that calls are directed as appropriate.
- w. Following up of any tasks as a result of incoming calls and ensuring effective communication with colleagues.
- x. Liaise with Cairn/Brightwire on IT matters and Gamma on any telephony requirements
- y. Be responsible for facilities matters in the Glasgow office to include arranging lunches, milk, confidential shredding.

- z. To work closely and supportively and, communicate openly with other members of the Executive, Business Development and Health & Safety teams.

These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.

PERSON SPECIFICATION

4. QUALIFICATIONS – ESSENTIAL/DESIRABLE

Essential

1. Higher English, or equivalent qualification
2. Standard Grade Maths, or equivalent qualification

Desirable

1. Higher Education qualifications

5. SPECIALIST SKILLS EXPERIENCE - ESSENTIAL/DESIRABLE

Essential

1. Excellent command of all Microsoft packages and experience of using databases
2. Experience of working in a busy office
3. Experience of producing management reports from spreadsheet/database.

Desirable

1. Experience of customer contact in workplace
2. Experience of working in a professional services environment
3. Successful track record in providing professional organisational and administrative support
4. Experience of drafting documentation and organising diaries, travel etc on behalf of others

5. PERSONAL CHARACTERISTICS/COMPETENCIES - ESSENTIAL/DESIRABLE

Essential

1. Excellent spoken and written English
2. Excellent time management and organisational skills
3. Ability to work to tight deadlines and to effectively prioritise workload
4. Professional and flexible approach
5. Confidence in dealing with clients / public enquiries
6. Professional telephone manner

7. ADDITIONAL COMMENT – Information which is significant but not covered elsewhere in this description.

This role may involve travelling to and attendance at meetings in Glasgow and Edinburgh. The job holder will therefore be required to be flexible in approach and to travel as required.

Note:

Every job description in the organisation will be subject to a review either:

- on an annual basis at the time of the annual appraisal meeting, or
- as a result of a change in strategic direction, or
- as a result of a team/ operational requirements, or
- as a result of agreed performance appraisal needs and objectives, or
- within six months of appointment

