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 Aberdeen Office

Reports to: Head of Client Services

Reporting to job-holder: N/A

2. OVERALL PURPOSE OF THE JOB

Responsible for supporting the smooth running of the Aberdeen office facility, as well as providing professional administrative support services to the Operations team.

3. PRINCIPAL ACCOUNTABILITIES

Company Administrative/Facilities Support

a. 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.

b. Ensure professional and knowledgeable assistance is given to all callers and that calls are directed as appropriate. Following up of any tasks as a result of incoming calls and ensuring effective communication with colleagues.

c. Responsible for facilities matters in the Aberdeen office to include arranging lunches, milk, confidential shredding, meeting and greeting guests, mail and deliveries as and when required.

d. To work closely and supportively with other operations teams, ensuring communication is open at all times.

Administrative support to Operations teams

e. Supporting the Operations team with general admin and formatting documents.

f. Assisting the Operations team by taking extensive and accurate minutes during any Advice Service or Consultancy meetings with clients/their employees.

g. Assist with all other administration support for the teams to ensure the smooth running of the departments, including monitoring of incoming emails, travel arrangements and ensuring relevant prioritisation of all work related matters.

h. Booking rooms and catering for operations team meetings and training events; attending and following up any actions.

i. Preparing holiday and working rotas for the Operations team.

j. 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.

k. Draft and send correspondence to clients or other parties when required and Co-ordinate advice rotas for the Operations team.

Finance Support

l. Work with the finance team to create fee invoices, billing request forms and bill narratives for processing by accounts for all short term project work and, when required for litigation.

m. Support the finance team as required including liaising with client on insurance renewals, maintaining insurance files to the standards required by our insurer, Issue insurance certificates.

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.

4. PERSON SPECIFICATION	ESSENTIAL/DESIRABLE
QUALIFICATIONS	
1. Higher English, or equivalent qualification	Essential
2. Standard Grade Maths, or equivalent qualification	Essential
3. Higher Education qualifications or business qualification	Desirable
SPECIALIST SKILLS EXPERIENCE	
1. Excellent command of all Microsoft packages and experience of using databases	Essential
2. Experience of working in a busy office	Essential
3. Experience of producing management reports from spreadsheet/database.	Essential
4. Experience of customer contact in workplace	Desirable
5. Experience of working in a professional services environment	Desirable
6. Successful track record in providing professional organisational and administrative support	Desirable
7. Experience of drafting documentation and organising diaries, travel etc. on behalf of others	Desirable
PERSONAL CHARACTERISTICS/COMPETENCIES	
1. Excellent oral and written communication skills	Essential
2. Excellent time management and organisational skills	Essential
3. Ability to work to tight deadlines and to effectively prioritise workload	Essential
4. Professional and flexible approach	Essential
5. Confidence in dealing with clients / public enquiries	Essential
6. Professional telephone manner	Essential
ADDITIONAL COMMENTS	
1. This role may involve travelling to and attendance at meetings in Aberdeen, Edinburgh and Aberdeen. 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**	