

**DEFENCE & GOVERNMENT SERVICES**

Job Description:
Office Administrator

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| Function: | Defence & Government Services |
| Generic job:  | Administrator 2 |
| Position:  | Office Administrator |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | PA to CEO |
| Additional reporting line to: |  |
| Position location: | Aspire Business Centre, Tidworth |
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| 1. Purpose of the job  |
| * To ensure the Defence Head Office runs smoothly, providing administrative support to Head Office teams and acting as the first point of contact for all visitors to the site.
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| 2. Dimensions  |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  |  |

Draft. Version: 27-03-2014

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| 3. Organisation chart  |
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| **4. Context and main issues**  |
| * Always ensuring the books for the central team are closed as per the trading calendar;
* Colleagues are always able to access accurate information on the availability of hot desks and private offices;
* Maintain an accurate meeting room booking system in collaboration with partners;
* Ensure that appropriate stock levels of stationary and other consumables are maintained;
* Accurate records of IT and personal equipment are maintained
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| 5. Main assignments  |
| * Act as the point of contact to all those who contact the Defence Head Office via face to face, general phone and general email methods;
* Perform general administration duties for managers including booking meeting, photocopying, organising archiving etc.
* Maintain and make available an accurate schedule of the availability of hot-desks in the offices;
* Maintain and make available an accurate record of meeting rooms;
* Ensure the effective supply of office equipment and consumables e.g. stationary
* Support colleagues in ordering IT equipment and maintain a central asset log;
* Provide administrative support to meetings internal to Sodexo or with partners;
* Manage all incoming and outgoing post including liaison with third parties such as couriers
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| 6. Accountabilities |
| * Emails to the generic inbox responded to in less than 3 working days;
* Phone calls to the generic phone number answered in less than 15 seconds;
* Always ensuring a means for visitors to access face to face contact or in absence providing an alternative means of contact;
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| 7. Person Specification  |
| Essential* The ability to work with a wide range of stakeholders e.g. clients, colleagues and external partners;
* Ability to use financial management and reporting systems e.g. e-ProphIT;
* Ability to work to fixed deadlines;
* Recognition of the need to escalate issues;
* High level of personal standards in presentation both physical, written and verbal;
* High level of ability in the use of standard desktop computing packages e.g. MS Office
* Able to work on own initiative within a team environment
* Demonstrate discretion and ability to deal with confidential issues

Desirable* Ability to support colleagues using own specialist knowledge;
* Experience of working in a military environment
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| 8. Competencies  |
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| * Growth, client and customer satisfaction, quality of services provided
 | * Industry acumen
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| * Rigorous management of results
 | * Analysis and decision making
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| * Leadership and people management
 | * Planning and organising
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| * Innovation and change
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| * Brand notoriety
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 07 September 2016 |
| Document Owner | JT |

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