

**DEFENCE & GOVERNMENT SERVICES**

Job Description:   
Office Administrator

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 | | | | | | | | |
|  | | | | | | | | | | | |
| 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. | | | | | | | | | | | | |
|  | | | | | | | | | | | |
| 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

|  |
| --- |
| 3. Organisation chart |
|  |

|  |
| --- |
| **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 |

|  |
| --- |
| 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 |

|  |
| --- |
| 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; |

|  |
| --- |
| 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 |

|  |
| --- |
| 8. Competencies |
| |  |  | | --- | --- | | * Growth, client and customer satisfaction, quality of services provided | * Industry acumen | | * Rigorous management of results | * Analysis and decision making | | * Leadership and people management | * Planning and organising | | * Innovation and change |  | | * Brand notoriety |  | |

|  |
| --- |
| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | 1 | Date | 07 September 2016 | | Document Owner | JT | | | |