

**OFFICE ADMINISTRATOR**

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| **Job Title** | Office Administrator |
| **Working Pattern** | 9:00pm – 5:00pm, Monday to Friday with one hour for lunch (office based) |
| **Job Purpose** | To provide effective administrative support to our office teams. |

**Main Duties and Responsibilities**

**Mail:**

* Process and frank all mail daily including recorded and special deliveries ahead of evening collections (Royal Mail and DX)
* Open, sort and scan incoming Royal Mail and DX mail each day
* Provide a prompt internal post delivery and collection service to employees at designated times throughout the day
* Undertake external deliveries and collections as necessary.

**Archives:**

* Maintain accurate records of all archived documents
* Issue and return documents to/ from the safe as requested in accordance with Firm procedures
* Liaise with external storage providers to arrange the storage and retrieval of client files and archived documents using the appropriate software package.

**Meetings:**

* Support meeting room users and serve refreshments and lunches
* Maintain meeting rooms ensuring rooms are cleared, clean and set up for the next meeting.

**Facilities / Maintenance:**

* Answer and action telephone calls and emails to the Office Services Team from internal and external customers and suppliers
* Maintain stationery stock and order as required
* Maintain general housekeeping and identify and maintenance, repair or health and safety related work
* Escalate the requirement of any maintenance or repair work to the Office Services Manager.

**Reception (cover only for full time receptionist as required):**

* Professionally answer and transfer incoming calls to reception (and overflow) via Microsoft Teams
* Meet and greet clients and visitors and carry out other reception duties as required.

**Other**

* Assist with any ad-hoc duties and project work as required
* Assist in providing administrative support to various teams around the firm when needed.

**Skills, Knowledge and Experience**

* Excellent communication skills, both written and oral
* High level of accuracy and attention to detail
* Good organisational skills and the ability to prioritise own workload
* Proficient in using Microsoft Office applications including Word and Outlook
* Experience using Microsoft Teams is desirable but not essential as training will be provided
* Team player with a ‘can do’ attitude, flexible and keen to learn.