

JOB DESCRIPTION

Job Title	Administrator - part time
Location	Based from home, but travel within the UK may be required from time to time
Days Worked	Monday - Thursday
Reports To	Andrew Auld

Objective

Ensures proper flow of administrative procedures, and supports the business directors and managers by carrying out common administrative duties. Works with the Commercial Director and external bookkeeper to ensure effective day to day financial management of the company. Maintains a positive and friendly company image by acting as a first line of contact to customers, and vendors online, and via telephone.

Responsibilities

- Communicates with relevant agencies to produce travel itineraries for employees and employee events
- Arranges meetings by scheduling appropriate meeting times, booking rooms, managing virtual bookings and planning refreshments
- Manages correspondence by answering emails
- Assists in planning and arranging events, physical and virtual, including organising catering
- Handles expenses and billing cycles
- Answers phone calls and transfers them as necessary
- Drafts, formats, and circulates relevant documents
- Administers and manages documents, files and folders in online cloud storage (Google drive)
- Maintains asset register and orders equipment required by the employees
- Manages staff expense requests
- Interacts with directors and carries out their requests
- Creates agendas and takes meeting notes
- Assists in purchase orders and invoicing
- Maintains accurate records for employee holiday requests
- Attends workshops and conferences when requested
- May take care of website functions and social media profiles
- Understand the requirement for Information Security, the processes for managing it and your role in contributing to the company's ISO27001 certification.

Skills, Knowledge and Qualifications

- Prior Administrative Management Experience Preferred
- Strong Attention to Detail
- Ability to Work Without Supervision and Excellent Time Management Skills – Effective at planning and managing own workload and ability to split time between reactive tasks and planned project work
- Exceptional Communication and Customer Service Skills – Able to anticipate and understand customer expectations, and ensure that customer requirements are met and expectations appropriately managed. Able to build solid relationships with team members and customers
- Technical Skills, Including Proficiency With Google Workspace Programs (docs, sheets, slides, forms, drive)
- Strong Prioritisation and Organisation Skills
- Ability to Handle Confidential Information
- Strong Record Keeping Skills – Effective written and verbal communication skills suited for technical audiences, peers, IT management, and customers
- Presentation Skills, Including Welcoming Guests to Events
- Ability to Multitask
- Building Relationships – Able to develop effective relationships with PTFS Europe staff, and customers

Personal Attributes / Functional Competencies

- Self Starter - Ability to work at home, and remain sufficiently motivated and ambitious.
- Friendly and approachable - ability to have a positive impact across all levels of the organisation and with customers and suppliers
- Be able to use your initiative without needing a large amount of direction
- Ability to determine priorities, set realistic timescales and organise own time effectively

Date issued	7 November 2022
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