

## Role Description Form

**Job Title:** Administrators

**Job Holder(s):**

**Sub Department:** NA

**Department:**

**Responsible to (title and name):** Centre Manager

**Responsible for (title and numbers):** NA

**Job Purpose:** To provide an efficient and comprehensive administrative support services for the innovation centres for UWSP Ltd. To support the Centre Managers in the delivery of effective and relevant operational procedures.

Principal Accountabilities	%
This section contains the same information as the 'Duties and Responsibilities' of the Job Description	
<b>Administration</b> <ul style="list-style-type: none"> <li>Enter all accounts relating to Business Services onto the accounting system at the end of each month for each tenant, ensuring that all data gathered is correct; produce invoices for business services, including telephone reports and electricity usage etc.</li> <li>Produce and process purchase orders and enter onto accounting system.</li> <li>Code and check values of all invoices, follow up queries, liaising with CM &amp; Finance Dept.</li> <li>Produce and maintain accurate records of all orders placed and all invoices paid</li> <li>Produce and maintain record of Service Level Agreements</li> <li>Produce and maintain contractors list of services and values for budget purposes.</li> <li>Provide information for Budget preparation by the Centre Manager.</li> <li>Carry out administrative tasks for new tenants and tenants vacating the premises including organising signage, office furnishings, report dilapidations/damage to Manager. Set up signage, photocopier codes, post boxes, informing relevant utility companies.</li> <li>Obtain quotations from Suppliers as requested by the Centre Manager, place contracts and terminate these as authorised by the Centre Manager</li> <li>Programming and Installation of telephone lines on the telephone system as required by customers.</li> <li>Maintain an up to date database of telephone numbers, floor port numbers and extension numbers ensuring they are in good working order at all times.</li> <li>Welcome new tenants and provide full induction to the staff member, issue Tenants Information Pack, promote business services availability.</li> <li>Up-date internal company information such as the tenant's directory, contact details, emergency key-holders lists, fire marshals list and subsequent distribution to relevant parties. Obtain and maintain Alarm and CCTV monitoring and Security contact details for call-outs. Ensure that correct unit keys entry fobs and car parking permits are issued and recorded to tenant staff members.</li> </ul>	60%

<ul style="list-style-type: none"> <li>▪ Be responsible for petty cash, unit keys and opening/shutting down the reception area at the start/end of each day.</li> <li>▪ Ensure timed door opening and barrier timer is amended for bank holidays and seasons.</li> <li>▪ Be responsible for issuing fobs and keys to contractors and utility persons, keeping a 'key log' to record keys and fobs issued.</li> <li>▪ Update UWSP web site with tenant company information.</li> <li>▪ Assist in the organising of networking events as and when required.</li> <li>▪ Deal with spillages and emergency cleaning. Have regard for health and safety on site at all times and report any branch to Centre Manager.</li> </ul>	
<p><b>Supervising / Covering Reception</b></p> <ul style="list-style-type: none"> <li>▪ Support the Reception on a day-to-day basis, dealing with any concerns and problems, referring to the Centre Manager if needed.</li> <li>▪ Ensure that the staff are organised efficiently, to cover holidays and other absences, lunch-breaks and opening/closing the building. Cover Reception personally as required.</li> <li>▪ Deal with any client complaints speedily and appropriately with the Receptionist, notifying the Centre Manager of any major incidents.</li> <li>▪ Train the Receptionists on admin tasks so that they may cover in the absence of the Administrator.</li> <li>▪ Cover for other Administrators/Receptionists at other Centres as may be necessary for time to time.</li> <li>▪ Maintain records of holidays undertaken and planned by centre staff and ensure notification to Head office for central records. Telephone Answering, Meeting and Greeting, Business support.</li> <li>▪ Be responsible for Front of House activities, welcoming tenants, potential tenants, visitors, to generate a positive impression. Receiving and announcing them.</li> <li>▪ Deal with problem solving, e.g. air con issues, any electrical or plumbing issues and arranging contractors as required. Liaise with Contractors when on site.</li> <li>▪ Ensure that any small maintenance jobs are recorded and dealt with appropriately.</li> <li>▪ Answer switchboard and route calls appropriately.</li> <li>▪ Become aware of the tenants businesses within the centre and note to centre management any news relevant to the tenancy for potential growth space requirements within the building.</li> <li>▪ Deal with unit and telephone faults for all tenants.</li> <li>▪ Keep tenants lists up to date, circulate these as appropriate</li> <li>▪ Assist tenants with queries, resolve or forward complaints.</li> <li>▪ Circulate relevant news items on tenant businesses / UWSP activities</li> </ul>	5%
<p><b>Organising / undertaking Switchboard technical support and IT liaison</b></p> <ul style="list-style-type: none"> <li>▪ Be responsible for the efficient operation of the site switchboard. Be responsible for installing and programming telephone requirements, including tailoring the system to meet clients' requirements, such as setting up Multi ringing DDI lines, extensions and Hunt groups. Rectifying faults where possible.</li> <li>▪ Liaise with IT and phone maintenance contractors for technical support.</li> </ul>	5%
<p><b>Representing the Centre Manager in her/his absence</b></p> <ul style="list-style-type: none"> <li>▪ Provide out of hours cover in the absence of the Centre Manager</li> <li>▪ In the Centre Manager's absence, take enquiries from prospective tenants directly or through the brokers, noting their office requirements; check space available and send out relevant information. Pass information to Centre Manager to progress.</li> </ul>	20%

<ul style="list-style-type: none"><li>▪ Prepare for and conduct viewings with potential clients and take all relevant details to pass to Centre Manager on their return. May prepare draft Heads of Terms and FP20's for the Centre Manager and liaise with Head Office and the Solicitor on the progress of the lease packs.</li></ul>	
<b>Meeting Room bookings and servicing</b> <ul style="list-style-type: none"><li>▪ Oversee meeting room bookings and services.</li></ul>	2%
<b>Dealing with incoming &amp; outgoing mail, franking when covering reception:</b> <ul style="list-style-type: none"><li>▪ Oversee correct operation of mail services.</li></ul>	1%
<b>Providing business services to tenants/staff generating business services income:</b> <ul style="list-style-type: none"><li>▪ Promote use of business services to tenants</li><li>▪ Order and maintain stocks of stationery and spares</li><li>▪ Ensure records of all business services are accurately recorded.</li></ul>	5%
<b>Alarm checks, First Aid, providing assistance to the IC Manager</b> <ul style="list-style-type: none"><li>▪ Carry out weekly Fire Alarm tests and twice yearly Fire Evacuations</li><li>▪ Attend Fire Marshall and First Aid courses; is a designated site First Aider</li><li>▪ Provide administration assistance to other departments as and when requested. Maintain and update the accident book when necessary, and follow up with any actions needed with Centre Manager.</li><li>▪ Perform ad-hoc duties from time to time, as requested by the Centre Manager or HO executive.</li></ul>	2%
<b>Knowledge, Skills and Experience</b>	
This section contains the same information as the Person Specification	
Qualifications	<ul style="list-style-type: none"><li>▪ Qualifications: Maths and English at NVQ4 / GCSEs at C or equivalent, accurate typing and data entry. ECDL desirable</li></ul>
Professional Qualifications	
Previous Experience	<ul style="list-style-type: none"><li>▪ Relevant and previous' experience of working in a busy admin/accounting/customer services office,. Supervisory experience highly desirable.</li></ul>
Knowledge and Skills	<ul style="list-style-type: none"><li>▪ Good working knowledge of setting up and maintaining spreadsheets and databases is essential, preferably with Microsoft Office and particularly Excel. Accurate data entry.</li><li>▪ Ability to supervise staff day-to-day and to run a busy reception.</li><li>▪ Excellent personal communications skills, courteous and well spoken, accurate message taking, clarity on phone.</li><li>▪ Diplomatic approach at all times.</li><li>▪ Possess good team skills to help out tenants and colleagues.</li><li>▪ Must be able to work on own initiative in absence of Centre Manager, referring concerns to other Centre Managers as appropriate</li><li>▪ Must be able to drive/have access to transport to cover other Centres if required. Must maintain adequate car insurance to cover business use of own roadworthy vehicle.</li><li>▪ Due to the ever changing needs of the business must be flexible and adaptable.</li></ul>
Other Information	
<b>Dimensions</b>	

	<p>The post holders needs to meet the following competencies:</p> <p>Communication</p> <ul style="list-style-type: none"> <li>Communicates effectively, both verbally and in writing.</li> <li>Communicates in a positive and engaging manner</li> </ul> <p>Building Effective Relationships</p> <ul style="list-style-type: none"> <li>Develops and maintains effective relationships.</li> <li>Willingly works with and provides help, support and advice to colleague and visitors.</li> <li>Maintain a healthy balance between the ability to work independently and as part of a team.</li> </ul> <p>Customer Orientation</p> <ul style="list-style-type: none"> <li>Listens to customers, builds customer confidence, increases customer satisfaction, ensures commitments are met, sets appropriate customer expectations and responds to customer needs.</li> <li>Follows through on customer commitments despite time pressures or obstacles</li> <li>Identifying, understanding and giving priority to meeting the needs of internal and external customers, to provide the highest standards of service for the Science Park.</li> </ul> <p>Working Quality</p> <ul style="list-style-type: none"> <li>Duties carried out with a focus on excellent customer service delivery.</li> <li>Ability to prioritise and plan own work, ensuring quality and deadlines are maintained.</li> </ul> <p>Supporting Diversity</p> <ul style="list-style-type: none"> <li>Treats all people with respect and values diverse perspective; participates in diversity training opportunities and provides a supportive work environment for the multicultural workforce.</li> <li>Due to the ever changing needs of the business must be flexible and adaptable.</li> </ul>									
Operational	The role holder is pivotal in ensuring the effective and efficient operational running of the centre on a daily basis, escalating as necessary to the CM and delegating as necessary to reception.									
Staffing – Supervision Given	Supervision to of reception as require									
Staffing – Supervision Received	Supervision received by the Centre Manager									
<b>Planning and Organising</b>										
What is the furthest ahead the job has to plan?										
Daily		Weekly		Monthly	x	Quarterly		Annually		Longer
Which Principal Accountability does this relate to?		Administration								
Please provide an example of the work the post plans in advance (using the longest timescale).										

Planning for incoming tenants Planning for absence (known Contingency planning for absence (unplanned) Daily collection of information relating to the month end processes	
<b>Communication</b>	
The ability to verbally communicate appropriately in a diverse range of situations speaking clearly in a confident and friendly manner.	
<b>Decision Making</b>	
Typical Decision	How best to use resources available to cover absence.
Most Complex Decision	Planning of complex works of physical nature that impact on the tenants' use of their own demised areas of the communal areas.
Supplementary information	
Special circumstances	

**Signatures:**

**Signed**

**Printed**

**Head of Department**

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**Line Manager**

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**Job holder/s**

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