

Role Description Form

Job Title: Administrator
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 centers 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	
<p>Administration</p> <ul style="list-style-type: none"> To carry out all necessary administration duties required by the Property management operational team including linked work with Senior management and Finance team. Accurate and timely Data entry Update and maintain tenant records maintain accurate records of all orders placed and all invoices, SLAs, contractors lists and services provided Carry out administrative tasks for tenants including moving in and vacating the premises, Obtain quotations from Suppliers as requested by the Centre Manager, place contracts and terminate these as authorised by the Centre Manager Welcome new tenants and complete Tennant Inductions providing the highest standard of customer service. Up-date internal company information Ensure Card Access control system is managed and kept up to date Update UWSP web site with tenant company information. Assist in the organising of networking events as and when required. Deal with reactive emergency cleaning requirements, mobilise necessary contractors to attend. Have regard for health and safety on site at all times and report any branch to Centre Manager. 	60%
<p>Financial</p> <ul style="list-style-type: none"> Request and process purchase orders as required by Operations team, using SAP accounting System Review invoices, follow up queries, liaising with CM & Finance Dept Ensure Data entry is Timely and accurate 	20%

<p>Supervising / Covering Reception</p> <ul style="list-style-type: none"> • Support the Reception on a day-to-day basis, dealing with any concerns and problems, referring to supervisors as required. • Cover reception for any Breaks or Absence • Assist in training the Receptionists on admin tasks so that they may cover in the absence of the Administrator. • Cover for other Administrators/Receptionists at other Centres as may be necessary for time to time. <p>Alarm checks, First Aid, providing assistance to the IC Manager</p> <ul style="list-style-type: none"> • Attend Fire Marshall training and to be part of the Operational team's responsibility in the event of any building evacuation or emergency. • 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. • Perform any other duties as requested by the Line Manager or Supervisors. 	<p>15%</p> <p>5%</p>
<p>Knowledge, Skills and Experience</p>	
<p>This section contains the same information as the Person Specification</p>	
<p>Qualifications</p>	<ul style="list-style-type: none"> ▪ Qualifications: Maths and English at NVQ4 / GCSEs at C or equivalent,
<p>Professional Qualifications</p>	
<p>Previous Experience</p>	<ul style="list-style-type: none"> ▪ Relevant and previous' experience of working in a busy admin/accounting/customer services office.
<p>Knowledge and Skills</p>	<ul style="list-style-type: none"> ▪ Good working knowledge of setting up and maintaining spreadsheets and databases is essential, preferably with Microsoft Office and particularly Excel. Accurate data entry. ▪ Excellent personal communications skills, courteous and well spoken, accurate message taking, clarity on phone. ▪ Diplomatic approach at all times. ▪ Possess good team skills to help out tenants and colleagues. ▪ Must be able to work on own initiative. ▪ Ability to develop and maintain effective relationships ▪ Due to the ever-changing needs of the business must be flexible and adaptable.
<p>Other Information</p>	
<p>Dimensions</p>	
<p>Operational</p>	<p>The role holder is pivotal in ensuring the effective and efficient operational running of the center on a daily basis, escalating as necessary to the CM and delegating as necessary to reception.</p>
<p>Staffing – Supervision Given</p>	<p>Supervision of reception as required.</p>

Staffing – Supervision Received	Supervision received by the Administration Co-Ordinator										
Planning and Organising											
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											
Communication											
Proficient in both written and verbal communication. Ability to verbally communicate appropriately in a diverse range of situations speaking clearly in a confident and friendly manner.											
Decision Making											
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

Line Manager

Job holder/s
