

Job Title	Administrator	Location	Various	Job Family		Grade	
Reports to	Line Manager	Designation	Office		Various	B5	
Overall Purpose: To provide a high quality administrative service whilst adhering to the administrative and customer service processes and Guinness standards.							
Responsibilities & Outcomes		Skills / Experience		General Role Expectations			
Key Responsibilities: - Help develop, implement and monitor administrative processes to support efficient and quality service delivery. - Escalate data quality issues promptly and proportionately so that actions can be taken to manage risks to statutory compliance. - Take responsibility for providing a comprehensive administration service to the team. - Ensure consistent and accurate information, documents and letters are available and in use. - Maintain records and produce regular statistical information and management reports. - Review management information to identify gaps within data and correct as necessary - Undertake general office duties as required, e.g. photocopying, filing, typing, post, booking meetings, etc. - Produce accurate documentation. - Produce minutes from meetings. Key Outcomes: - Documents are produced and issued in a timely and accurate manner. - Accurate records are maintained. - Customer satisfaction measures demonstrate continuous improvement. - Personal and team objectives met. - Ideas and suggestions made for continuous improvement are investigated and implemented where appropriate.		Essential: - Experience of working to deadlines and targets. - Customer service experience. - Good attention to detail. - Ability to organise workload effectively and work methodically on own initiative. - Good oral and written communications. - Good knowledge of Microsoft Office. - Technically proficient in Microsoft Excel & Word. - Demonstrates the Guinness Behaviours. Desirable: - Knowledge of Social Housing and Social Care. - Experience of producing reports and managing data.		These are the requirements for roles at Grade B. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case. Accountability: - Assigned and accountable for <i>specific</i> areas of responsibility /deliverables - Performs a <i>range of tasks</i> which vary in complexity within scope of their function - Makes <i>decisions</i> within parameters set by manager, using job/specialist experience People Skills: - Has <i>regular</i> communication with internal/external contacts and builds relationships required to deliver priorities - Works collaboratively with colleagues to deliver accountabilities - May <i>prioritise</i> and <i>oversee</i> activities of others to meet required deadlines and standards <i>Coaches</i> inexperienced team members - Provides <i>first level</i> advice and support for others - May <i>manage or support</i> consistency of the employment experience in own area Impact & Influence: <i>Decides</i> within a range of solutions/practices which are the most applicable - Actions have predominantly <i>local or internal</i> impact on one or a small number of individuals - Required to <i>share</i> knowledge and <i>experience</i> with others <i>Adapts own behaviour</i> to influence colleagues/peers Thinking Challenge: <i>Assists</i> in the identification, assessment and <i>resolution</i> of a range of issues/problems - Required to assess and resolve <i>standard/ non-standard</i> issues/problems, largely <i>on own initiative</i> <i>Implements</i> procedures to ensure continuous improvement Customer Service: <i>Respects</i> and <i>values</i> customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.			
		Qualifications					
		Essential:					
		Qualified to Level 2 in a business related subject.					
		Other					
		Driving Licence Required	No				
		Mobile working required	No				
		Evening and weekend working required	No				
		Other					

You are also required to undertake any other duties within your capabilities as may be reasonably required.