

# Job Description

## Administration Assistant

**RESPONSIBLE TO: Customer Support & Enforcement Manager**

### **JOB PURPOSE:**

To assist and support the Customer Support Team by providing an effective and efficient administrative support function.

### **'WHAT' – you do!**

- Enthusiasm to learn new tasks and commit to undertaking new challenges as and when they arise.
- Work with key members of the team, as directed, to gain a working knowledge of each of the key areas within the Customer Support Team and to also gain an understanding /empathy with the aims of the organisation.
- Provide general administration support to the Customer Support Team, through the effective delivery of accurate and timely data recording, ensuring that both electronic and paper based information is checked, processed, presented and stored in line with current service standards, whilst also adhering to GDPR.
- Achieve performance targets for your areas of responsibility.
- Improve team processes and procedures by improving administration processes through monitoring and gathering information, thus ensuring a customer focused support service is both achieved and maintained.
- To work on chosen contracts and projects to encourage positive working relationships in the areas we work.

### **'HOW' – you do it!**

We deliver the above by displaying the following example behaviours:

- Treating everyone with respect, being courteous and sincere
- Helping colleagues to do a great job.
- Taking responsibility and have a positive attitude and approach to work
- Keep promises given to customers and colleagues
- Inform Managers/Staff when a customer is unhappy to ensure a resolution
- Keep thinking 'how can we do this better'

*No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.*



# Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
<b>Behaviour – HOW</b>		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
<b>Experience – WHAT</b>		
Experience of working with Customers	D	I/A
Administration Experience	E	I/A
<b>Skills/Abilities/Competence – WHAT</b>		
Oral and Written Communication	E	I/S
Team Player	E	I
Ability to deal with information confidentially and sensitively	E	I
Problem solving skills.	E	I/S
Ability to work on own initiative.	E	I
IT Skills	E	I/A
Work Unsupervised	E	I/A
Excellent interpersonal skills	E	I

## METHOD OF ASSESSMENT

- A** Application form
- I** Interview
- S** Skills Test

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