

## **Job Profile – Administrative Officer**

**Position:** Administration Officer

**Accountable to:** HSEQ Director

**General Responsibilities** - To provide administrative support to the HSEQ Director, Senior Management Team and work closely with members of HQ/Site Management Team in ensuring that the day to day administration of the business is achieved in line with contract targets and quality standards. Contribute to the achievement of the overall business objectives/targets and assist with the implementation of continuous improvement initiatives across the business. Ensure that all activities are undertaken in the best interest of the company, in accordance with the processes and procedures adopted across the business, and project a positive image to clients, stakeholders, potential clients and members of the public.

### **Key Responsibilities:**

1. Provision of administrative support to members of the HSEQ Director/Senior Management Team including receiving visitors, answering and fielding telephone calls ensuring that queries/messages are directed to the relevant member of the team.
2. Contribute to the delivery of the Business Management Objectives, Targets and requirements.
3. Recording of incoming and external mail on company data base.
4. Co-ordination and booking of Skip deliveries and collections for private clients, maintenance of records, arranging skip permits for highways.
5. Assist HSEQ Director in maintaining compliance against Certification e.g. ISO Certification, Gas Safe, OFTEC, National Resource Wales Permits, Constructionline etc. Tasks would include maintaining company databases, monitoring expiry dates, reviewing and updating policies/procedures and ensuring that the required information up to date and accessible. Complete application process for future accreditations/registrations with external bodies.
6. Assist HSEQ Director in managing the customer service process. This would include the issue of customer care questionnaires, monitoring returns and bringing any issues raised to the attention of the relevant Site Managers/Sub Contractors and supporting members of the team with any remedial actions that may need to be implemented. Assist with the management of the complaints process in terms of recording complaints in line with the company policy, maintaining records assisting in the investigation process and drafting responses.
7. Assist with the review, monitor and update the company website in terms of project case studies, news etc.
8. Prepare agenda, supporting information and produce action notes for internal management meetings.

9. Assist HSQE Director in preparing documentation in respect of Site Set Up Information e.g. Construction Phase Plans, ISO documentation, Signage, Posters, Site Information etc.
10. Maintain confidentiality in respect of the company's commercial and business activities across the business in line with the company's confidentiality and GDPR policies.
11. To undertake training identified as essential to ensure that the duties of the post are being undertaken correctly and in a safe manner.
12. Develop and maintain effective working relationships with clients ensuring that the principles of best value and customer care are achieved.
13. Developing and maintaining effective working relationships with service delivery team.
14. To have the ability to work independently and as a member of a team to achieve the deadlines and timescales associated with the required outcome.
15. To ensure that all work is undertaken in compliance with the Health & Safety at Work Act, Company Policies and Procedures and statutory requirements.
16. To undertake any other duties appropriate to the post as directed by Director(s).

## Person Profile – Administrative Officer

<u>Qualification/Competencies</u>	<u>Essential</u>	<u>Desirable</u>	<u>Assessed by:</u>
Proven ability to co-ordinate and manage workload in an office environment.	✓		Application Form/ Interview
GCSE Level English/Maths or equivalent.		✓	Application Form/ Certificates
IT Skills (MS Excel, Word, Powerpoint, e-mail)	✓		Application Form/ Certificates

### Experience

Previous administration experience.	✓		Application Form/ Interview
Previous experience of planning and managing own workload.	✓		Application Form/ Interview
Experience of developing and maintaining effective working relationships with a range of external organisations.	✓		Application Form/ Interview
Experience of working to ISO processes.		✓	

### Knowledge

Knowledge and understanding of construction industry.		✓	Application Form/ Interview
Knowledge and understanding of partnership working.	✓		Application Form/ Interview
Knowledge and understanding of performance management.	✓		Application Form/ Interview
Knowledge and understanding of office procedures.	✓		Application Form/ Interview
Knowledge and understanding of customer care practices.	✓		Application Form/ Interview

### Job Related Skills

Excellent oral and written communication skills.	✓		Application Form/ Interview
Negotiation Skills	✓		Application Form/ Interview
Presentation Skills	✓		Application Form/ Interview
Customer focus skills	✓		Application Form/ Interview
Strong organisation skills with a problem-solving attitude.	✓		Application Form/ Interview
Possess clean full driving license.		✓	Application Form/ Interview
Dealing with confidential information and maintaining confidentiality.	✓		Application Form/ Interview

### Communication

Welsh Verbal Skills		✓	Application Form/ Interview
Welsh Written Skills		✓	Application Form/ Interview

English Verbal Skills

✓
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Application Form/  
Interview

Written English Skills

✓
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Application Form/  
Interview

**Personal Skills**

Demonstrate the ability to work under and respond to pressure.

✓
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Application Form/  
Interview

Ability to work as a member of a team and independently.

✓
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Application Form/  
Interview

Possess drive, energy, commitment and innovation.

✓
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Application Form/  
Interview

