**Employment Department Administrator – Grade 3**

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| Key performance indicators | Grade 3 | Proposed tasks within KPIs |
| Technical skills and application | Building on skills and expertise to effectively carry out role | * Ability to be totally confidential and securely manage all company and client documentation and/or information * Core secretarial skills to include, but not exclusively:   + Accurate and fast keyboard skills processing via digital dictation, copy typing and track changes (training provided for the latter)   + Effective diary management skills for multiple fee-earners   + Effective organisational and administrative skills * Pro-active credit control abilities * IT skills (word, excel, power point, outlook and Company OMS systems) and ability to learn how to use other third party online systems |
| Decision making and problem solving | Ability to identify day to day issues and takes the initiative to find solutions | * Day to day responsibility for all tasks to include taking the initiative to find solutions to issues before escalating up to the Department Manager for approval. |
| Delivering quality/customer service (internal and external) | Can identify any issues with client service and makes suggestions for improvement | * Identifying where existing processes can be improved and escalating up to the Department Manager for approval prior to implementation. * Providing secretarial service to fee-earners within the team and, when required, cover for other departments. * Revising template pricing option & work summary documentation |
| Communication | Demonstrates the ability to motivate others through effective communication | * Efficient and effective in dealing with existing clients on the phone and in person * Efficient and effective in taking new enquiries and supplying pricing options and progressing queries * Demonstrates competency in CIPD administration with external stakeholders * Courteously chases outstanding fees from clients * Is pro-active in arranging team meetings / liaising with clients and third parties to arrange telecoms and meetings. |
| Effective management of work/ organisation | Pro-actively ensures that own and/or team workloads are manageable and delegates appropriately to ensure team needs are met. | * Liaises with fee-earners to ensure all tasks done in order of priority referring to the Dept. Manager if any issues arise * Ensures all materials are ordered in advance for employment seminars * Contribute to networking and CIPD committee role administration and uploading newsletters/updates etc. for distribution * File administration (opening, filleting and closing) |
| Team working | Actively participates and encourages others to work as part of the team and to achieve objectives set | * Liaises with CIPD Committee to ensure Dept. Manager’s duties are up to date and notifying her of any outstanding work * Manages own time for maximum benefit to the team * Ensuring that any learning or development needs for the team are logged in cascade in a timely manner * Produce agenda for and minute taking for internal meetings * Undertaking any other appropriate tasks as may be required for the team to perform effectively. * Pro-actively engage in any learning and development activities that will further the performance of the team |
| Effort and Commitment | Input influences team objectives being met | * Appropriate understanding of and ability to work within all Company’s policies and procedures required for the role at grade 3 level. |

This job spec. will be reviewed annually.