**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
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| 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.
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| 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
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| 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.
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| 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)
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| 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
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| 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.
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This job spec. will be reviewed annually.