

Position Description

This position description provides a general guide to the major accountabilities of this role. It is not a definitive list of duties that may be reasonably expected of the incumbent, and may vary from time to time.

Basic Details	
Position Title	Office Administrator
Employee Name	
Location	St James's Square, Pall Mall
Date	September 2021
Reporting & Peers	
This role reports to	Executive Manager
Other reporting relationships	Chief Executive and Office Manager
Key peers	
Positions reporting to this role	Not applicable

Roles & Responsibilities	
Purpose of this position	<p>Ensure the day to day operation of the London office is supported in an efficient and timely manner and in a condition appropriate to staff use.</p> <p>Provide meet and greet for all visitors to the CEO and team.</p> <p>This role is the go to person for the team.</p>
Key objectives	<p>Daily responsibilities for the smooth running of the London office and all the facilities related services; including Reception, Meeting Rooms, and Kitchen area;</p> <p>Offer efficient, friendly and professional contact with all visitors;</p>
Key responsibilities	<ul style="list-style-type: none"> • Providing day to day support to the team to include arranging meetings; • Assist if requested in event planning, coordination and delivery including attendance at events; • Provide logistical and co-ordination for seminars, conferences etc.; • Management of the office database (SAGE ACT). This will include keeping all records up to date, managing regular mail outs to business both in hard copy and electronically; • Maintaining records in accordance with good practice, internal policies, and relevant legislation • Assisting with office managerial duties such as filing, maintaining stock of publications • General administration duties i.e. answering phones, managing three different email inboxes, taking minutes at meetings,

	<p>managing mail outs, sorting post and deliveries and providing refreshments</p> <ul style="list-style-type: none"> • Duties are likely to vary as your role develops, so you will need to be flexible and tailor your support services accordingly • The work is largely office-based with attendance at meetings, events and conferences usually a feature of the work. There are occasional early morning or after work events. • Management of the business database to ensure it is constantly up-to-date (SAGE ACT). This will include keeping all records up to date, managing regular mail outs to business both in hard copy and electronically; • Contribute to the continuous business improvement process and to the meeting of business objectives; • To be an ambassador for the company at all times internally and externally; • Comply with Health & Safety Policy and safe working practices, ensure responsibility for safety and discipline in work area and report accidents and 'near misses' in accordance with defined safety procedures, be the fire warden and manager health & safety for the organisation; <p>The above outlined responsibilities are not exhaustive and you may be required to carry out other tasks that are appropriate to your role in addition to these.</p>
<p>Generic Accountabilities</p>	<ul style="list-style-type: none"> • Planning and organising requires integration of limited range of activities and resources; • Flexibility to take some initiative but within well-established procedures • There is a requirement to understand basic knowledge of business improvement districts and how they function; • Supervision not close and reporting at regular intervals during the work sequence;
<p>Limits of authority & Freedom to act</p>	<p>As directed by the Executive Manager.</p>

<p>Capabilities</p>	
<p>Qualifications</p>	<p>Good academic record;</p>
<p>Job Function Technical Knowledge and Skills</p>	<ul style="list-style-type: none"> • Excellent organisational skills; • Communicate effectively at all levels – internally and externally with an excellent telephone manner and interpersonal skills; • Good eye for detail; • Flexible approach to work and willingness to assist staff where necessary; • Flexible approach to changing deadlines and prioritisation of workload and tasks;

	<ul style="list-style-type: none"> • Have excellent secretarial/office skills to ensure correspondence is circulated in a professional manner with attention to detail being key to ensure letters are always of the highest quality • Knowledge of SAGE ACT database would be beneficial; • Ability to adapt flexibly to new priorities and additional tasks; • The ability to work as part of a team, and on your own initiative, is essential, along with the skills to be flexible, multitask and work to demanding deadlines in a busy working environment; • Plan and prioritise work to manage conflicting tasks, meet delivery deadlines/ targets, review progress, with minimum supervision Must have the ability to cope with pressure; • Initiative to pick matters and procedures up quickly; • A good working knowledge of excel and word is crucial; • Positive attitude towards working in a challenging and changing environment;
Experience	<ul style="list-style-type: none"> • Demonstrable experience in a similar administrative role; • Advanced level knowledge of Microsoft Word, PowerPoint & Excel packages;

General Standards and Expectations

At all stages in the employment lifecycle – from recruitment to exiting the business – we seek to gain competitive advantage from leveraging increased diversity within our employee population.

You will be encouraged to realise your full potential as a valued member of the Company. Everyone who works for Victoria BID contributes to our success. By working together we will stimulate innovation and generate a more exciting and rewarding environment in which everyone will feel valued and respected.

Therefore throughout our operations, you will be treated fairly and equally, irrespective of sex, marital status, sexuality, gender identity, age, colour, race, nationality, religion, ethnic or national origin, disability, working pattern, educational or social background.

All employees must accept personal responsibility for compliance with the standard of conduct and align behaviour with the values of the Company. As an employee there are common standards of accountabilities that we would expect you to adhere to:-

- Perform duties with care, diligence, professionalism and integrity;
- Strive for the highest ethical standards, not just the minimum required to meet legal or procedural requirements but to deliver outstanding quality services to our customers (internal as well as external);
- Observe appropriate acts, regulations, determinations and lawful directions that relate to the performance of official duties;
- Treat colleagues with courtesy and be sensitive to their rights, duties and aspirations;
- Not take or seek to take improper advantage of any official information acquired in the course of official duties;



- Behave in a manner that maintains or enhances the reputation and professional standing of Victoria BID;
- Complying with company Health, safety and environmental protection policies and procedures that are relevant to your work;
- You are required to keep information relating to the business affairs of Victoria BID, its clients and related third parties confidential;
- Avoid the potential for any perceived or real conflict of interest or allegation of bribery or compromise;
- In return, we are committed to providing a flexible, safe environment free from discrimination, bullying and harassment in which all employees are treated as equals and with respect.

Approving Manager

Print Name	Nicki Palmer
Title	
Signature	
Date	

Employee Agreement

Print Name	
Title	Office Manager
Signature	
Date	