

## My role purpose is

To provide an efficient and effective administrative support service to the Area Managers and Service Managers.

## My key accountabilities/responsibilities are

- To provide full secretarial support for managers and operational staff and to support the PA to the Regional Directors.
- To provide/share reception duties.
- To maintain internal databases and where required produce reports from the databases.
- To minute meetings maintaining confidentiality at all times.
- To carry out any other reasonable duties as required
- To liaise and consult with internal functions and external agencies as relevant to specific projects.
- To establish and promote positive professional relationships with colleagues.

## I will be measured by

- All actions as required to provide an effective administrative support service to the subsidiary in an accurate and timely manner maintaining confidentiality at all times.
- Internal databases are maintained in an accurate and timely manner to enable accurate reports to be produced when required.
- Objectives set and agreed with the line manager are met.

### What personal qualities and behaviours must I be able to demonstrate?

- Ability to Manage One's Self
- Business Awareness
- Continuous Improvement & Innovation
- Developing and Managing Relationships
- Effective Management and Leadership

### What knowledge and experience should I have?

- Experience of secretarial and office administration work
- Experience of copy and audio typing
- Experience of IT systems, databases and MS Office.
- Able to prioritise own workload and be self motivated.
- Able to communicate effectively at all levels.
- Able to work under pressure and respond to frequently changing work patterns,

### What skills will I need to demonstrate?

- Communication
- Self Motivation
- Flexibility / Adaptability
- Numeracy
- Literacy
- IT Skills
- Confidentiality