

Job Description

Job title	Administrator Apprentice	Date
Reports to (title)	Contract Support	
Contract/Department	GSK	Revision
Location	Stevenage	

Job purpose

Describe the overall purpose of the job in two or three sentences.

Provide timely and effective administrative support to the Stevenage GSK Site. Assist in the delivery of certain scheduled or ad hoc work functions and provide a range of support duties. The Admin function exists to drive high levels operational performance, Customer engagement and financial Controls cross the scope of the contract, through strong communication and close relationships with the management and operational teams.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Assist in Absences and Overtime recording via Smartsheet and ADP.
- Identify and respond to colleagues' requirements via telephone and email communications.
- Assist in Uniform ordering and Distribution
- Ensure high level of input accuracy to rigidly maintain data integrity
- Ensure Site communications are sent in a timely manner.
- Ensure up-to-date training on the system applications by attending training courses or by self-taught modules
- Maintaining the filing and archive systems
- Assist in training file management, filing and updates.
- Attend to all related queries from internal as well as external clients within the laid-down timelines either by phone or in writing and ensure high level of customer satisfaction
- Assist with general office duties such as, stationary stock control
- Compile spreadsheets in Word or Excel format for any non-standard reporting
- Identifying with and participating in the attainment of team objectives and priorities.
- Communicating and sharing knowledge with other team members
- Developing personal skills to meet both individual and team needs
- Maintain focus on excellent customer service delivery standards
- Maintain a high level of knowledge of all products and services on offer by the company
- Work towards the continuous improvement of EMCOR's (including Workplace Health & Safety, Quality Assurance and Environment), existing standards, values and culture
- Manage time effectively and efficiently to meet the varied and demanding nature of the role.
- Complete any reasonable request from management.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

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Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

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| <ul style="list-style-type: none">• Articulate, numerate and preferably IT literate.• Good Verbal and communication skills.• Basic understanding of Microsoft Packages .• Be resilient under pressure and be able to converse confidently with staff, suppliers and customers at all levels. |
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Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

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FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	