

Job Description

Job title	Administrator	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

Provide timely and effective administrative support to the Compliance Specialist. Assist in the delivery of certain scheduled or ad hoc work functions and provide a range of support duties to ensure that all Compliance and Health and Safety related deliverables are met on time and with a high level of accuracy.

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.

- To provide strong administrative support in the day to day running of the three core responsibilities of Compliance, Asset Management and H&S electronic and hard copy library systems of the department.
- Gather, collate and manage inspection reports, work certificates and documentation relevant to the three core responsibilities.
- To collate, compile and organise the monthly tool box talk presentation, BBSO data and other management data as directed.
- To provide reception and switchboard service in a professional and confidential manner.
- To ensure that the on-site Emcor Management Team and the site Facilities Manager receive appropriate advice and information on all administrative systems to improve Facilities function and processes for future proofing.
- To carry out all aspects of the role in a satisfactory manner and within the guidance of the organisation's ethos, values, aims and objectives.
- To support the management team within the client contract to ensure all sub contract quotations for Fixed or Variable services are collated and compiled on an annual basis.
- AOD as directed time to time by the Management Team as required by the business.
- Ensure high level of input accuracy to rigidly maintain data integrity
- Draw regular and customised data reports from the system
- Ensure up-to-date training on the system applications by attending training courses or by self-taught modules
- Assist in training other system users
- 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
- Compile spreadsheets in Word or Excel format for any non-standard reporting
- Contribute to the effective working of the Account Manager by:
 - 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

Job Description

- Take the initiative to ensure that work processes, procedures and systems are effective and efficient while ensuring practices are aligned to established corporate standards of professionalism and accuracy
- 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

Resource responsibilities

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

Person specification

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

- Proven ability to provide a high standard of support in Administrative principles, including the ability to implement systems and processes and to pro-actively resolve problems
- Acceptable level of interpersonal and communication skills, with the ability to liaise with customers and staff at all levels in both written and spoken English
- Demonstrated ability to contribute as a member of a team to achieve positive outcomes and provide quality service to customers
- Demonstrated organisational and time management skills, including the ability to manage competing priorities, monitor and co-ordinate a range of prescribed processes, to achieve tight deadlines and desired outcomes with due regard to accuracy
- Demonstrated experience in computer applications, including Microsoft Office (Word, Excel, PowerPoint, Publisher), E-mail and Internet and databases
- Knowledge of Workplace Health and Safety (WH&S) practices and policies including Compliance within FM (L8, F-Gas, Electrical Inspection, COSHH)
- Flexibility to manage a varied workload

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.

Job Description

--

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

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

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	