

Job Description

Job Title :	Corporate Services Administrator	Reports to :	Corporate Services Manager
Function :	Corporate Services	Direct Reports :	0
Job Holder :	TBC	Date Effective :	May 2014

Job Purpose

Work as part of a small Corporate Services team responsible for providing a range of effective and efficient administrative services to both internal and external customers.

Responsibilities

1. Operate essential central office services including printing & stationery, mail, office cleaning, catering, security, maintenance, waste disposal, recycling, in addition to other general office and professional services as required, ensuring that basic supplies and services are always available
2. Receive Incident Helpline calls from British Cycling Members and third parties, ensuring that information is captured, communicated and recorded correctly and that customer service standards are maintained at all times. Prepare Incident Helpline Reports and distribute as appropriate in accordance with British Cycling's internal service procedures
3. Provide administrative assistance for :
 - a. legal and insurance claims administration , updating related spreadsheets and databases as required
 - b. the management and maintenance of the organisation's vehicle fleet
 - c. the organisation of corporate meetings and events
4. Cover reception duties when necessary, meeting and greeting all visitors to the organisation and providing refreshments as required
5. Cover switchboard duties when necessary, answering and responding to incoming calls, directing telephone enquiries to the appropriate staff members and replying to general information requests
6. Deliver a high standard of customer service and maintain a professional, friendly and courteous manner at all times
7. Support the development, implementation and monitoring of all relevant administrative processes to ensure a reliable and quality service is delivered by the team
8. Ensure that all work is carried out accurately and efficiently
9. Provide assistance with other general office duties as requested

Person Specification

Requirements	Essential	Desirable
Qualifications / Training	<ul style="list-style-type: none"> • NVQ Level 2 or equivalent in Business Administration or a related discipline • Typing Speed 40wpm minimum 	<ul style="list-style-type: none"> • NVQ Level 3 or equivalent in Business Administration or a related discipline
Knowledge /Experience	<ul style="list-style-type: none"> • Extensive experience of working in a similar role, providing central services to internal and external customers • Experience of working in an environment where customers' expectations are met and exceeded 	<ul style="list-style-type: none"> • Working knowledge of Switchboard management
Skills	<ul style="list-style-type: none"> • Professional and courteous telephone manner • Excellent attention to detail • Ability to establish and maintain positive working relationships with others both internally and externally • Good communication skills (verbal and written) • Ability to prioritise workload • Proficient in the use of MS Office (especially Word and Excel) 	<ul style="list-style-type: none"> • Very skilled user of MS Office Professional
Other	<ul style="list-style-type: none"> • Strong customer focus • Reliable, helpful, self-starting with a practical, 'can-do' and 'problem- solving' approach • A positive and cheerful disposition 	<ul style="list-style-type: none"> • Evidence of personal & professional development and a stable work history