



Office Administrator Job Description

Basic Function:

To be part of the administration team actively supporting and contributing to the efficiencies of the admin function and participating in the assistance and management of reception.

Responsibilities:

Duties will include and not be limited to:

- To support the Office Manager and directors with administrative duties when necessary.
- To complete and maintain all administrative and reporting requirements in an orderly and timely manner.
- To provide telephone support for existing and potential clients dealing with queries where possible, including directing calls to the relevant member of staff if appropriate.
- Assist in managing the salon diary and booking appointments on a daily basis.
- To be fully conversant in taking payments and deposits from clients either by telephone or face to face. Ensuring that payments are processed through Shortcuts and where appropriate a PDQ machine is used.
- Assist when necessary in organizing couriers, taxis and chauffeurs.
- Assist with photocopying, filing and faxing.
- Assist with client quotations on an ad-hoc basis.
- To act on all customer complaints once received and to ensure that these are dealt with to the mutual satisfaction of both the customer and Lucinda Ellery Consultancy.
- To create and maintain new and existing client details on an ongoing basis in Shortcuts and Act!
- To assist the administration team to maintain full and accurate records of all documentation and client records both on paper based and electronic systems.
- Process product orders in support of the administration team either by telephone or on the Lucinda Ellery website (www.lucindaellery.com, www.lucindaellery-hairloss.co.uk)
- Assist the Operations Manager with NHS client administration, NHS funding applications and development of the NHS processes and procedures.
- To be fully conversant with the products and services provided by Lucinda Ellery Consultancy.
- To undertake projects of a special nature when required to do so.
- Monitor stock and do stock checks on a weekly and or ad-hoc basis.
- To attend appraisal discussions.
- To attend company meetings when required.
- To comply with all the company's rules, regulations, policies and procedures as notified.
- Within reason from time to time you will be expected to perform duties that may not be stipulated in your job description.
- Ensure that a high level of confidentiality is adopted and maintained at all times in the duration of your employment at Lucinda Ellery Consultancy.

Supervision Received:

- Office Manager
- In the absence of the Office Manager you will report to Micky Dabadie or Chris Hinchliffe.

Minimum Requirements:

- Excellent verbal and written communication skills.
- Ability to communicate with clients and staff at all levels.
- Deadline orientated with the ability to multitask.
- Attention to detail.
- Ability to problem solve.

Displays Company values:

- Operates with integrity, and honesty.
- Supports others by treating them with dignity, respect and fairness.
- Remain open to ideas, listen to others and objectively considers others ideas and opinions even when they may conflict with your own.
- Demonstrate commitment and diligence in the attainment of company and team objectives.
- Accept responsibility for outcomes, whether positive or negative, and admit mistakes and refocus efforts.
- Demonstrate passion by taking immediate action when confronted by a problem or made aware of a situation.
- Take independent action by suggesting new ideas or potential solutions to problems.
- Regularly create and takes advantages of learning opportunities.

Core competencies

Contributing To Team Success:

- Develops and uses collaborative relationships to facilitate the accomplishment of work goals.
- Shares important or relevant information with the team.
- Adheres to the team's expectations and guidelines.
- Demonstrates personal support to the team.
- Proactively builds effective working relationships with other people and resolves conflict actively with peers.

Communication Skills:

- Clearly conveys information and ideas, facilitates agreement using sound rationale.
- Communicates effectively and appropriately at all levels within the organisation.
- Seeks and expands on original ideas, enhances other's ideas, and contributes own ideas about issues.
- Remains open to ideas, listens to others and objectively considers others ideas and opinions even when they may conflict with their own.

Innovation and change

- Actively embraces and seeks to deliver change in all area of work.
- Supports others through the change process.
- Innovates and generates ideas independently through others.
- Acts on those ideas and initiatives.

Decision making & problem solving

- Analyses information and facts to make informed decisions.
- Seeks further advise and guidance when required.
- Acts assertively and confidently when making decisions.
- Demonstrates passion by taking immediate action when confronted by a problem or made aware of a situation.
- Loves problem solving and seeking answers/solutions to issues.

Name: _____

Surname: _____

Signature: _____

Date: _____