



# Business Management



United in Purpose

**Global Job Title** Administrator 2

**Discipline** Business Management

**Sub Discipline** Administration

### **Role Purpose**

Perform a range of admin and clerical duties and deliver commitments to agreed levels of quality, time and schedule.

At this level, require a thorough understanding of department processes and procedures, undertaking initial investigations into problems, producing statistical summaries.

### **Key Responsibilities and Accountabilities**

1. Undertake a range of clerical and administrative duties within a department to ensure the smooth running of the department.
2. Process a wide range of documents and information received from a range of sources, including reconcile records to ensure accuracy of data and the system.
3. Identify and carry out initial investigation into discrepancies and shortages, involving statistical information, document control or physical stock control.
4. Collate and extract data and produce routine reports, schedules, summaries and letters for internal circulation or for customers and suppliers.
5. Build relationships with stakeholders, customers and suppliers, and exchange information to clarify a situation, e.g. placing orders, arranging appointments, deliveries, etc.
6. Verify calculations, check, or allocate costs, check and obtain correct authorisation, and obtain information for incorrect or incomplete documents.
7. File documents and keep filing systems up to date such that information can be readily retrieved for others.

### **About this Role**

This is a position for an experienced administrator with a detailed understanding of the systems, processes and procedures and their importance within the general operation of a department.

At this level, the administrator will typically have one- or two-years' experience in a clerical environment.

Works independently, understands the priorities and deadlines within the department or area, personally commits to work originators delivery times and prioritises own workload to meet deadlines.

May be required to give instruction to others relating to the work, systems and procedures.