



Role Profile/Job Spec – Administrator (Business Support)

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| Service | Business Support |
| Job title | Administrator |
| Post No | - |
| Salary Grade | £30,035.20 |
| Hours | 40 hours Per Week |
| Responsible To | Head of Business Support |
| Responsible For | N/A |

Role Purpose

To undertake a range of the day-to-day administrative duties to support the operational and management team.

Role responsibility

1. To provide administrative support such as answering telephone queries, processing email correspondence and maintaining the filing system.
2. To act as initial point of contact for client and on-site staff queries.
3. To de-brief operational teams at the end of their shift – reporting any issues to Management.
4. Raising orders for office supplies, PPE, and other items as required.
5. Undertake data inputting into company and authority databases.
6. To maintaining and updating daily staff allocations.
7. To ensure completion of weekly and monthly payroll spread sheets for all contract departments.
8. To maintain and input tonnage values into the contract's tonnage spread sheet.
9. To produce daily/weekly/monthly performance data reports.
10. To maintain a professional relationship with client and on-site staff, communicating data/information with clarity and accuracy.
11. To undertake general administrative duties as required by the Head of Business Support.
12. To arrange and attend meetings as required, taking minutes and managing the circulation, delegation and checking of actions between meetings.

Vision and Values

Understand GEL's Vision "to be recognised as one of the leading environmental service providers in West London and across the capital" and help GEL to achieve this Vision through adhering to the GEL Values (4 Cs): Customer Comes First; Collaborative; Caring and Committed.



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Notes:

The tasks listed in this job description are not exhaustive and the postholder may be asked to undertake additional duties in line with the needs of the service, as directed by the line manager.

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESMENT |
|-----------------------------|---|--|-----------------------------------|
| Qualifications | GCSE in English or equivalent (grades A-C/9-4) or substantial experience in a similar role. | An understanding of analysing data. | Application form/interview |
| Relevant Experience | Proven experience of using a range of Microsoft Office packages including excel. | Proven experience of working within an administrative role. | Application Form / Interview Test |
| Skills and abilities | <p>Excellent communication skills both written and verbal.</p> <p>Ability to work flexibly and meet deadlines.</p> <p>Ability to work to a high degree of accuracy.</p> | <p>Proven ability to work with minimum supervision.</p> <p>Highest standards of personal integrity.</p> <p>Commitment to highest levels of service delivery.</p> | Application Form/Interview |



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| | <p>To be able to work under own initiative as well as part of a team.</p> <p>Ability to organise and prioritise own workload to ensure individual targets and team deadlines are met.</p> <p>Able to work closely and establish positive relationships with internal and external stakeholders.</p> <p>Knowledge and understanding of Equal Opportunities and diversity within the work environment.</p> | Take responsibility and adopt company ethos. | |
| Specialist working conditions | Flexible in hours of work and willing to work overtime during peak periods | N/A | |



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Our Values – 4Cs

Gel's values set out what we stand for and how we will behave at work. They are the basis of how we will deliver our Vision of *being recognised as one of the leading environmental services providers in West London and across the capital*.

1. **Customer comes first** – remembering our purpose and doing the very best for the people we serve.
 - We achieve this by - being considerate, responsive and polite at all times and by being careful not to leave any mess.
 - We don't achieve this unless we treat our customers as we would like to be treated ourselves.
2. **Collaborative** – with workmates and others.
 - We achieve this if we - act as one organisation or team, sharing information and knowledge, and if we support each other wherever we can
 - We don't achieve this if we - don't work as a team, ignore what others are doing or planning to do, or if we make decisions without involving other service users
3. **Caring** – about the health safety and welfare of our employees.
 - We achieve this when we - take responsibility for our own health, safety, welfare and wellbeing and also that of others. This includes being respectful and supportive towards colleagues, taking care to maintain a healthy work-life balance, and challenging behaviours that are inconsistent with Gel's Dignity at Work policy.
 - We don't achieve this if we – not serious enough about health, safety, welfare and wellbeing; are unsupportive; or if we don't have each others' backs.
4. **Committed** – to delivering services, to innovation, tackling problems and finding better ways of working.
 - We achieve this when we – take the initiative to find or suggest better ways of working, listen to each other, and share good ideas.
 - We don't achieve this unless we – keep an open mind and accept there may be better ways to get the work done.

We know that we will only deliver our Vision through each of us pulling together, working within the spirit of our Values, to make GEL one of the leading environmental services providers in West London and across the capital.