

### Role Summary

The role of Administration Assistant is to co-ordinate and provide administrative support to Senior Partners, Partners and project teams. A resourceful and flexible approach is required. The person is to be able to work on their own initiative, be self-motivated and proactive. The position requires a high degree of responsibility, discretion and confidentiality.

The Administration Assistant is responsible for carrying out the following duties in accordance with Foster + Partners procedures as found in the Administration Guide.

**Job Title:** Administration Assistant

**Reporting to:** Head of Administration

### Responsibilities

- Effectively and efficiently manage telephone calls, emails and other correspondence on behalf of Partners and project team members, diverting correspondence to other staff where appropriate
- Effectively and efficiently manage meeting arrangements including room bookings, catering requirements, logistics, presentation set up and presentation material
- Maintain studio and meeting room calendars
- Co-ordinate complex travel arrangements for UK and international travel including passport and visa assistance as required
- Provide administrative support including typing and editing documents, processing translations, management of expenses and filing
- Assist Senior Partners/Partners to manage their diaries as required
- Undertake research as requested/directed by the Senior Partners | Partners | project teams | Senior PA
- Suggest and implement new initiatives to support the development of the role as required
- Maintain open and effective working relationships with senior management and colleagues
- Ensure studio is maintained in line with our housekeeping policy and general office standards are maintained, liaising regularly with other departments
- Flexibility and cover as required
- Ensure that all tasks/duties are carried out in accordance with F+P procedures and standards as stated in the Administration Guide
- Undertake other ad hoc duties as required at the direction of the Head of Administration
- Contribute, or otherwise assist, as required
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with F+P procedures and standards

### Qualities and skills required

- Able to demonstrate proficiency in the responsibilities of the role
- Legally able to work in the country in which the position is based
- Demonstrated experience of complex diary and travel management
- Demonstrated experience of working on confidential matters, ensuring that discretion is exercised when dealing with sensitive information and enquiries, and to ensure that appropriate confidentiality is maintained at all times
- Demonstrated proficiency in using Microsoft Outlook, Word and Excel
- Fluent English, spoken and written is essential

- Smart and professional dress and personal presentation at all times, acting as an ambassador on behalf of Foster + Partners
- Professional, confident, courteous and helpful manner
- Punctual and reliable
- Ability to manage and prioritise tasks and time efficiently
- Excellent written and verbal communication skills including grammatical and numerical accuracy – articulate and diplomatic manner
- Excellent organisational skills
- Resilient to cope with conflicting demands, able to prioritise duties and work under pressure while remaining calm and professional at all times
- Able to demonstrate initiative and a proactive approach
- Flexible attitude
- Ability to work independently and as part of an effective team
- Excellent interpersonal skills and ability to work well with all levels of management and staff both internally and externally
- Thorough knowledge of, and compliance, with secretarial administrative procedures and standards
- Methodical, accurate and consistent attention to detail
- Self-motivation and ability to take responsibility
- Commitment to maintaining and promoting high standards of the role
- Empathy with a creative environment

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.