

Role Summary

Job Title: Administration Assistant
Supporting: Senior Partners | Partners | project teams
Reporting to: Head of Administration

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.

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

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 job description reflects the core activities of the role, although there will be changes in the emphasis of duties are 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.

March 2022