

Role Summary

Job Title: Administrative Assistant [Singapore]
Supporting: Partner and project teams
Reporting to: Day to day | Partner in charge
Procedure | Head of Secretarial Administration

The role of Administrative Assistant is to co-ordinate and provide administrative support to the Partners and project teams. A resourceful and flexible approach is required. The person must 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 Administrative Assistant is responsible for carrying out the following duties in accordance with Foster + Partners procedures as found in the Secretarial Administrative Guide.

Responsibilities

- Answer and direct all incoming external and internal telephone calls and assisting with enquiries
- Record telephone messages and pass them on by email or leave a voicemail message
- Meet and greet all F+P guests [clients, consultants, staff] in a professional manner
- Distribution of daily post and management of outgoing post
- Maintain Singapore office calendar and whereabouts of the team
- Process invoices, manage petty cash and other financial administration liaising with other site offices and Accounts in London as required
- Liaise with HR as required for visa issues and assist with sourcing and booking accommodation for employees as directed
- Provide secretarial administrative support to Partner and project teams
- Effectively and efficiently manage meeting arrangements including room bookings, catering requirements, logistics, presentation set up and presentation material
- Provide secretarial administrative support to Partner and project teams including management of expenses and filing, typing and editing documents
- Co-ordinate travel arrangements including passport and visa assistance as required
- Ensure office team timesheets and expenses are completed promptly
- Liaise with and supervise office suppliers including cleaning staff, flowers, stationary suppliers etc
- Maintain stock including stationary, provisions, post etc
- Liaise with Foster + Partners London and any other site offices or individuals as required
- Management of housekeeping, ensuring office and environment is kept in line with Foster + Partners policy and standards
- Ensure that the clear desk policy is maintained
- Flexibility as required
- Ensure that all tasks/duties are carried out in accordance with F+P procedures and standards as stated in the Secretarial Administration Guide
- Undertake other ad hoc duties as required at the direction of the Partners | Head of Secretarial 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 proficiency in using Microsoft Outlook, Word and Excel
- Fluent English, spoken and written is essential
- Fluent Mandarin, spoken and written is desirable
- Fluent Malay, spoken and written is desirable

- 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 – 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
- To ensure that discretion is exercised when dealing with sensitive information and enquiries, and to ensure that appropriate confidentiality is maintained at all times
- 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 2019