

Role Profile – Administrator

Job Title: Administrator, Operations

Reports to: Operations Director

Grade: C

Job Purpose:

To be a key member of our admin team in the collation of records, alongside performing a wide range of other general administrative duties to facilitate the company's objectives.

Key Accountabilities:

1. Adhering to the team work flow process and other internal procedures and systems, keeping the team's case management systems up to date for each instruction personally worked on and providing regular reporting of case stages to the Administration Assistant (Workflow).
2. Accurate time recording of billable tasks.
3. Collating medical and other records and creating indexes and schedules using standardised templates. Resizing and photocopying original records as necessary during the collation process to aid collation.
4. Scanning collated paper records using multifunctional copying equipment in a timely manner:
 - a. Checking scan quality of created pdfs.
 - b. renaming and editing the created pdfs (adding bates numbering).
 - c. printing final pdfs and filing a set of printed documents into individual folders for return to the client.
 - d. transferring any solicitor tags on original record pages to new printed set of records.
 - e. Finalising in Microsoft Word schedules, such as schedules of radiology.
 - f. updating instruction memos in in Microsoft Word to nurse analysts.
 - g. Updating other in Microsoft Word correspondence to clients as needed.
5. Production of digital booklets using adobe packages.
6. Redaction of electronic records using adobe packages.
7. Quality checking returned chronologies and schedules for administrative errors and formatting issues. Making amendments in Microsoft Word where required.
8. General shared team responsibilities such as:
 - Replenishing the photocopiers with paper and toner.
 - The disposal of recycling and waste.
 - Greeting visitors and couriers in a friendly and professional manner, offering and preparing refreshments for visitors.

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- If delegated:
 - monitoring the office phone and support email and responding to telephone enquiries and emails in a professional manner.
 - Logging and acknowledging receipt of new instructions using the current case management process.
 - Packaging and dispatch of boxed completed instructions to clients.
 - Purchasing of sundry items using petty cash.
- 9. Participating in training such as health and safety training and ICT training as directed.
- 10. Participating in team meetings, meeting deadlines which contribute to team outcomes, and undertaking other tasks and responsibilities as required by the Senior Administrator and Company Directors in line with company objectives.
- 11. Once fully trained, quality checking of work completed by trainee administrators (when required) and providing feedback as per company policy.
- 12. Manual handling (following training guidelines) of supplies, paper documents, files and boxes throughout the work flow process.

Knowledge/Experience/Skills:

- Excellent knowledge and experience of working with ICT, including Microsoft and Adobe packages to be able to create indexes, schedules, memos, letters and pdf booklets which include bookmarks and hyperlinks.
- Previous experience of working in an administrative office, preferably in a medical or legal environment.
- Skills to work effectively as part of a team and to follow instructions.
- Excellent written and verbal communication skills.
- Competency in the use of technical scanning equipment and viewing CD Roms/ZIP files.

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Person Specification	Essential	Desirable
Qualifications	GCSEs (A* to C) including Maths and English.	OCR/RSA text production and word processing Level 3 or equivalent
Work Experience	Proven office administration and ICT experience. Proficiency with using multi-functional scanning and photocopying equipment.	Previous medical or legal administrative background.
Knowledge	Proficiency with using Microsoft Word & Outlook Working knowledge of Adobe Acrobat Pro DC.	Working knowledge of Microsoft Excel. Good working knowledge of computers with Windows 10 interface.
Skills/Abilities	Excellent communication skills / shares ideas and information. Good organisational and timekeeping skills. The ability to work unsupervised once trained. Ability to demonstrate complete confidentiality to the company and its clients.	Excellent level of English spelling and grammar.
Personality/Motivation	Methodical and accurate in one's work. Develops and maintains positive working relationships with others. An enthusiastic and versatile team player committed to the ethos of company. Have a co-operative, reliable, customer responsive approach with a "can do" flexible attitude.	Assists colleagues and visitors unprompted. Takes pride in the achievement of team objectives. Have the ability and temperament to work under pressure in an work environment which has continual changing priorities. Uses own initiative to problem solve.