

# Job Description

**Job Title:** Office Administrative Assistant

**Reports to:** Operations Team Leader / Private Client  
Senior PA / Firm Head PA

**Date:** December



the muckle way

## Purpose of Job:

To support the Cumbria office (and elsewhere across the firm when required) in carrying out administration tasks as requested.

## Main Activities:

- Handle and process effectively incoming calls in a timely, professional, courteous and helpful manner.
- Welcome clients and visitors to the Cumbria office in a timely, professional, courteous and helpful manner.
- Prepare/provide refreshments and other catering requirements for meetings and visitors to the designated meeting room and at the time specified.
- Undertake various routine administrative tasks, such as:
  - photocopying, scanning, printing and binding of documents
  - routine maintenance and support of office equipment
  - filing
  - stock control and replenishment of stationery and branded stationery items
- Post related duties including:
  - opening, processing, sorting and distributing incoming post/DX
  - collecting, sorting and preparation of outgoing post/DX
  - liaison with external courier services
  - taking deliveries by hand as and when required
- Records management:
  - archiving and retrieval of information and documents using appropriate systems
- General facilities tasks (responsibility for the tidiness of your own work space and the general office environment including communal resource areas and kitchen facilities).
- Provide general support to internal staff and external clients.
- Provide first aid support (training will be provided).
- Maintain confidentiality of all client and other sensitive information whilst under your control.
- Assist with a wide range of administrative tasks.
- Demonstrate a willingness to undertake new tasks and duties and to work in or support other areas of the business as work peaks require.
- Any other tasks or duties reasonably requested to undertake and qualified to perform.
- Continuously seek opportunities to develop personal effectiveness.

- Ensure that all systems and practices used within the Cumbria office are fully aligned with those at the Newcastle office, working closely with the assigned Newcastle representatives to maintain this alignment and ensure consistent, two-lined support across teams.
- Assist with business development events for the Cumbria team to include finding suitable venues, sending out invites, collating responses.
- Arranging meetings.

### **Knowledge / Skills / Experience:**

#### **Essential**

- Effective oral and written skills with GCSEs or equivalent in English (Grades A-C)
- Ability to work independently and as part of a team
- Well organised with the ability to plan and prioritise resources, own workload and at times work under pressure and to tight deadlines
- Ability to multi-task

#### **Desirable**

- Proficient in all aspects of computer software packages Microsoft Word, Excel, PowerPoint
- Typing skills
- First Aid Qualified (if not, training will be provided)



**Trust**



**Teamwork**



**Responsibility**



**Care**

## **Our Values & Behaviours**

### **Trust**

#### **We trust each other to do the right thing**

- Respect and treat each other fairly
- Be honest, open and transparent
- Be yourself and empower others to do what they do well
- Value and recognise each other

### **Teamwork**

#### **We are one team and work selflessly for each other**

- Be aware of your impact on others
- Be clear about what you expect from others
- Plan, organise and prioritise your time
- Coach others to be their best
- Support and delegate to others
- Work hard for the collective, not for individual gain

### **Responsibility**

#### **We are self-starters and take responsibility for how we work together and communicate**

- Be positive and enthusiastic
- Communicate – listen, ask questions and share knowledge
- Embrace feedback
- Challenge ourselves and others to deliver success
- Have great conversations, including the difficult ones

### **Care**

#### **We care about our people, clients and community**

- Help and look out for each other
- Understand, support and learn from each other
- Be proactive and make a difference
- Be kind to yourself and others

### **Additional notes or information:**

The duties and responsibilities in this job description are not exhaustive.