

## Team Administrator

Role Title	Team Administrator
Department	Governance
Reports to	Executive Assistance
Location	Horticulture House, Chilton, Oxfordshire
Hours/week	Part time (21 hours/week)
Status	Permanent
Role purpose	To provide professional and efficient administrative support to the Senior Leadership Team (SLT) and the Executive Assistant in line with HTA policies and procedures.
Key stakeholders	<ul style="list-style-type: none"> <li>• Senior Leadership Team &amp; their teams</li> <li>• Executive Assistant</li> <li>• All employees</li> <li>• External service providers e.g. caterers, event venues</li> </ul>
Key performance indicators	<ul style="list-style-type: none"> <li>• Accurate &amp; timely production of all tasks</li> <li>• Prompt resolution to queries</li> <li>• Checklists are followed</li> <li>• Employment policies are followed</li> <li>• Data protection compliance at all times</li> <li>• Demonstrates aptitude for learning</li> </ul>

## **Key Responsibilities**

- Provide administrative support to the SLT and their teams including scheduling meetings, coordinating calendars and handling correspondence, etc
- Taking meeting minutes
- Assist in preparing reports, presentations and other documents as needed
- Maintain and organise company records, documents and filing systems, both physical and digital, ensuring easy retrieval and compliance with data protection
- Act as a point of contact for internal and external communications, including answering phone calls, responding to emails and directing enquiries to appropriate staff/departments
- Assist in planning and organising company events and meetings
- Assist with financial tasks, such as drafting and processing expenses, processing invoices and supporting budget tracking and financial record-keeping
- Provide cover in the absence of the receptionist
- Provide support with the set up and take down of table and chairs in function rooms, as may be required by the Executive Assistant from time to time
- Provide administrative support to projects and any other task as directed by management and the Executive Assistant
- Undertake such other duties, commensurate with the responsibilities above, as may be required by the HTA management team from time to time

## **Essential Qualifications, Experience & Skills**

- Previous experience in a similar Administrator role
- Excellent communication skills
- Fluent in both written and spoken English; strong written skills are essential
- Strong administrative, organisational and time management skills alongside attention to detail and high accuracy
- IT Literate with demonstrable knowledge of MS Office including Outlook, Excel and PowerPoint
- Educated to GCSE standard
- Previous experience of working in a receptionist role would be an advantage

## **Behavioural competencies**

- Proactive, positive attitude and problem-solving approach
- Demonstrate the ability to work as part of a team, support colleagues and promote excellent team spirit
- Self-motivated and able to work under own initiative
- Maintain confidentiality and act with discretion and diplomacy at all times
- Customer focussed and able to anticipate, understand and respond to meet or exceed customer expectations
- Effectively engage and build effective relationships with colleagues across the organisation and with external stakeholders

## **HTA Core Purpose**

We help our members to flourish.

## **HTA Mission Statement**

On behalf of our members we promote, support and nurture our industry to ensure a robust and sustainable future. Our aim is to recruit and retain people with the behaviours that support our mission and who will grow with us and achieve more.

## **Our Values**

### **Collaboration**

Approachable, responsive and helpful, nothing is too much trouble. Enthusiastic, self-motivated and confident with a 'can do' attitude

### **Integrity**

Demonstrate honesty, trust, openness and respect when liaising with people. Treat everyone as an individual and be responsive to their needs.

### **Innovation**

Keen to develop and learn new skills. Welcomes change, is flexible and can adapt and deal with various demands. Pro-active, open to new ideas and encouraging of ways to continually improve.

### **Influence**

A good communicator who listens and is able to express themselves clearly. A professional and informed approach to our members and customers. Providing specialist knowledge leading to a fulfilling experience.