

Job Title: Administrator

Department/Location: Office Based - Eastleigh

Reports to: Scheduling and Administration Team Leader

Description: The role of the Administrator is to support the wider business, providing a range of administrative tasks. This will be an onsite role working as part of team assisting with other cases as workloads and holidays demand.

Responsibilities to include but not limited to:

- Management of mailbox communications, filtering to respective in trays for action
- MI reporting daily, weekly and monthly completions
- Incoming / outgoing post and department collation
- Expenses processing and business support
- Triage claims, financial support of invoicing, activity tracking on internal systems
- Diary management to support claims team
- Call handling – customer and client enquiries and resolution
- Electronic Dispatch of communication reports/letters
- Engagement with third parties as required
- Communicating and sharing knowledge with other team members
- Any other administrative tasks as required to support all divisions

Summary of Position:

As a member of the GHG Administration team you will be expected to show a high level of application and professionalism at all times. You should have a real desire to provide excellent Customer Service. The role will require that you answer all calls in a professional and efficient manner. Proactively supporting all administrative tasks with the ability to respond positively to the varying customer/client requirements. You should have a confident and outgoing personality, enjoy business relationships and be adaptable to changes in the wider business environment.

Hours of work:	37.5 hours but additional hours may be required as detailed in the employment contract
Salary Range:	Dependent upon experience and qualifications. Employer and Employee 5% Contributory Pension Private Health Care 25 Days Annual Leave, plus additional one day Birthday Holiday

Personal Specification:

	Essential	Desirable
Qualifications & Training	GCSE English and Maths (or equivalent) as a minimum	Strong administrative skills Microsoft Excel, Word, Power Point and Outlook
Experience	Previous experience of working in an Administrative Function	2yrs + experience of working in an Administrative Function
Qualities and Attitude	Effective written and verbal communication skills, to articulate complex issues Ability to multi-task, effectively. Self-sufficient, outgoing, confident and attention to detail	Good technical and problem-solving skills, identifying solutions.

Competencies

Assertive, Persistent, Effective communicator, verbally and in written communication, Organisational skills, Effective Time Management, IT literate, Business conscious.

Approver:

Name: Sharon Williams

Signature: *Sharon Williams*

Date: March 2021

Title and/or Department: Head of TPA