



## JOB DESCRIPTION

<b>Job title</b>	Team Secretary
<b>Reports to</b>	Office Manager
<b>Direct reports</b>	N/A

### About the role:

The Team Secretary will work as part of the admin function, supporting a team of surveyors by providing a first class administration service. They should be capable of managing a busy and fast paced workload and work with the other secretaries to ensure all work is completed on time and communicated back to the relevant teams as necessary.

The main duties will include audio typing, producing draft reports, letters and correspondence. They will be competent working with Microsoft Word and be able to use a variety of IT packages such as Microsoft Excel, Outlook and PowerPoint and have a typing speed of a minimum of 50 words/minute. This role would suit a real team player who is happy to help out and really get 'stuck in' no matter how menial the task is.

We are looking for someone with experience of working within a demanding team and capable of taking on additional administrative duties when called upon. An element of flexibility will be required when working towards client deadlines and there may occasionally be a need to work outside of normal working hours.

Paragon is a growing business and the Team Secretary will need to be prepared to get involved in various support/administration work as the tasks may vary over time. A flexible and adaptable approach to the role is key.

### Main duties and responsibilities:

#### Audio Typing

- Typing of standard and non standard correspondence including but not exclusively: building survey reports, standard certificates, schedules of condition, schedules of dilapidation, client letters and minutes
- Typing of digital dictation
- Producing drafts for the above work and then amending works as required
- Checking all correspondence to ensure it is error free before it is sent on
- Follow all QA and Standard procedures
- Ensuring urgent work is prioritised and dealt with quickly
- Producing letters and other correspondence using the mail merge and database facilities when necessary
- Outsourcing typing as and when necessary for team but ensuring that it is not used unnecessarily

#### Copy Typing

- Copy typing of letters and documents as and when required

### Administrative duties

- Answering the telephone, taking messages and ensuring they are dealt with in a timely fashion
- Proactively managing diaries in Microsoft Outlook for respective team
- Working with team to coordinate and produce case studies on a monthly basis
- E-mailing information to clients, contractors and suppliers when instructed
- Downloading photographs from digital cameras, scanning photographs and external parties' documents and incorporating into company documents and correspondence as required
- Scanning/printing documents
- Arranging travel for teams as and when requested
- Managing internal database to maintain accurate contact and other relevant information
- Any ad hoc duties as and when required
- Cover reception duties when receptionist on lunch or leave
- Back up other secretaries/office manager during busy times.

### Skills and experience:

- Secretarial experience, preferably within the property industry
- Microsoft Office skills
- Proven ability to manage demanding work loads
- Proactive approach to work
- Ability to be flexible and adaptable to the needs of the business
- Knowledge of Building Surveying terminology (desirable)

### Key competencies:

The key competencies that this role will be assessed against.

Technical Expertise	Client Delivery
Self Development Continuous Improvement	Commerciality Client Management & Communication Reporting Delivery Conflict & Risk Management

### Key Performance/Success Indicators:

Delivery and quality of work, feedback from internal and external clients, colleagues and Company Directors.

### Key relationships:

It is expected that you would interact closely with all teams within Paragon. You will support a wide range of colleagues in your day to day role.

<b>Reviewed &amp; Updated:</b>	<i>December 2015</i>
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