

JOB DESCRIPTION

Job Title	Administrator
Accountable to	Payroll Manager/Director
Base	EPM Offices, Huntingdon

PURPOSE OF THE JOB

To provide outstanding support across the organisation assisting colleagues to deliver expert administration in a timely and effective manner whilst maintaining the highest levels of confidentiality and integrity. To provide administrative support primarily to the Payroll and Pensions functions; broader administrative support across the whole company may also be required.

You will be constantly striving to improve the efficiency of working practices to meet the company's objective of "clarity and consistency" and working "smarter not harder" to facilitate an increase in customer base whilst maintaining and improving customer service.

Main responsibilities/Duties of the Job

Customer Responsibilities

1. Provide administration support to EPM Payroll Teams. To liaise with other EPM departments on basic administrative matters.
2. Respond to telephone and email enquiries accurately and in a professional manner when requested.

Internal Team Responsibilities

1. Responsible for completing pension administration for differing pension authorities to comply with monthly and annual reporting requirements; including notifications of new starters, contractual variations and leaver notifications.
2. Support Payroll colleagues with basic administration for their portfolio of schools.
3. Process data and edit, revise and produce letters, tables and reports as requested.
4. Analyse monthly data reports and update teacher and support records.
5. Scan and file appropriate correspondence as requested.
6. Attend and participate in regular team meetings and training to keep up to date with current policies and procedures and other relevant guidance.

Internal Broader Responsibilities

1. Proactively liaise with HR and Payroll colleagues on administrative, operational and service development matters.
2. Maintain a high level of accuracy with an awareness of implications of actions across EPM and externally with customers.
3. Contribute to the sharing of good practice and knowledge amongst colleagues as required.
4. Be compliant with EPM staff policies and procedures.
5. Provide support for other colleagues when necessary.
6. Proactively participate in the EPM Continuous Professional Development process.
7. Maintain high levels of confidentiality and integrity at all times.
8. Perform miscellaneous job-related duties as assigned.

PERSON SPECIFICATION

Job Title: Administrator			
Qualifications			
Essential		Desirable	
	5 A* - C GCSE including Maths and English, or equivalent		
EXPERIENCE			
Essential		Desirable	
	Ability to establish working relationships and credibility		Experience of working in a customer focused environment
	Ability to prioritise and work well under pressure		Previous administration experience
	Ability to contribute proactively to a strong team working culture		Ability to demonstrate sound proofreading and editing skills to create high quality documentation
	Able to demonstrate careful attention to detail and accuracy		
	Good ICT skills including use of Microsoft office, particularly Microsoft Excel and Word		
	Ability to communicate effectively both verbally and in writing		
	Ability to use initiative and work independently where required		