

## JOB DESCRIPTION – Administrator Support

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Grade: 1  
Reports to: Client Relations Manager  
Responsible for: Self

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**PART TIME OPPORTUNITY (Between 20 – 23 Hours per week)**

**FIXED TERM 3 MONTH CONTRACT (With Company Option to Extend)**

### MAIN DUTIES AND RESPONSIBILITIES OF THE POST

#### Purpose:

#### To:

- Support the Client Relations Team Coordinators in all their work activities as required.
- Execute the Scanning function to transition the business from manual to electronic records.
- Operate the telephone system.
- Participate in General Office duties.
- Keeping client records up to date.

#### By:

- Responding to and taking action with requests accurately and within a given timeframe.
- Accurately recording all events, details and actions on the workplace database.
- Undertake reasonable training and maintain current with knowledge.
- Effective application of data protection measures throughout the role.
- Work effectively as a member of the Team.
- Develop an understanding of how the functions of the role interlink throughout the business and impact on others.

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The Administrator Support is responsible for assisting the Client Relations Coordinators by:

Operating the Scanning Process – We operate a scanning system that requires all records, both historical and current to be recorded within electronic client records rather than being held manually. You will be the lead in the process and must liaise with IT in order to overcome any difficulties.

Maintaining accurate Records – Client records may be held either electronically or manually or a combination thereof. It is essential that records be maintained accurately and efficiently to ensure that current communications are available and in good order when necessary.

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## **Personal performance, conduct and development**

### Meets targets and take responsibility for own performance

Enter actively into supervision, staff development and appraisals. Remain abreast of current services offered by the company and be aware of changes to legislation by the Financial Conduct (FCA).

### Work in Accordance with the company policies and procedures

Be aware of and adhere to the General & Medical policies and procedures. Work in a way that meets the statutory requirements of employees under Health and Safety at work.

### Flexibility and Teamwork

Work flexibly as part of a team to meet the need of the services provided by the company. Value each team member's contribution and help colleagues to the best of their abilities.

## **What You Can Expect From Us**

- Attractive Salary dependant on Experience
- Access to Pension Scheme
- Sick Pay and Attendance Bonus
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Free Worldwide Multi Trip Travel Cover and discounted rate for family members
- Employee Rewards Scheme
- Free tea, coffee and fresh fruit
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Friendly working environment in Peterborough – convenient location close to the A1

## **About Us**

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please send a copy of your CV to [jobs@generalandmedical.com](mailto:jobs@generalandmedical.com)