



Administrator

Level Intermediate

Salary £19,000 - £22,000

Are you methodical and organised?

An administrator plays an important role within an organisation providing essential all round administrative support. This can be given directly to a Manager or Director or even to a team or department. This role has become increasingly difficult to define as content and levels of responsibility vary depending on the type of company that you work for or even, the Manager that you have.

Primarily, an administrator will be responsible for dealing with routine administrative duties, ensuring that tasks are completed correctly and to deadline. It is essential to have good organisational and time management skills to succeed in this role.

This role is also referred to as: Secretary, Clerk

The 'Low-down'

An administrator's day-to-day activities are based on routine administrative duties. They are relied upon to keep records updated and to make sure tasks are completed on time. Variations in role will depend on the type of company or organisation. Typical duties may include:

- Typing, filing, word processing, photocopying
- Maintaining diaries
- Organising meetings
- Creating letters/reports/presentations
- Reception duties
- Devising office systems
- Making appointments

And the list goes on. There are many tasks that can fall under the remit of an administrator and many even move on to specialise within a specific area. For example: finance or agriculture.

A typical day...

9.00	Check messages from previous evening
9.30	Organise diary for the day
10.30	File invoices
11.30	Type up minutes from yesterday's management meeting
12.30	Lunch
13.30	Reception duty
14.30	Reception duty
16.30	Book rooms for following week's meetings
16.50	Organise post

The Facts

Hours:	Administrators tend to work regular office hours (9.00am to 5.00pm, Monday to Friday) with 1 hour for lunch but this may vary depending on the type of company or organisation. It may be necessary to work overtime during busy periods. Flexible working hours may be available.
Salary:	Entry salaries start from approx. £19,000 and can rise to approx. £22,000 with more experience. Higher salaries can be found in London and surrounding areas.
Prospects:	Excellent scope for progression into a senior administration/secretarial role or to a PA (Personal Assistant). Skills acquired in this role can be transferred into other sectors such as: Event Management, Human Resources or Finance.
Location:	Administration roles can be located in a variety of locations and environments.
Travel:	No travel.
Environment:	The choice is yours! You could be an administrator in a Doctor's surgery or based in a remote farm.
Stress factor:	This role requires a high degree of organisation with tasks having to be routinely completed on time. Could get a little stressful when extra duties are added.

What skills will I need?

The role of an administrator can be demanding. You will certainly need some fundamental skills in order to succeed. Ideally, you should:

- Have good communication skills
- Possess a good command of written English
- Be numerate
- Be computer literate
- Have a confident telephone manner
- Be organised and methodical
- Be able to deal with confidential information

Is it possible to specialise?

Some administrators choose to specialise in order to advance their career in a new direction. For example, you may take a medical route or you may learn a new language and become a bi-lingual administrator. Specialising often includes further training but will lead to your skills being more in demand and will typically increase your salary.



Opportunities

As an administrator you will develop key skills that will set you up for your future career. Skills such as computing, typing, communications, time-management, organisation, are all fundamental to so many roles. As you progress, you may move into a more senior role, managing a team of junior administrators or you may choose to transfer your skills into a completely different industry.

Where do I start?

There is no set minimum qualification required for the role of administrator although many employers will look for a good, general education. For example: a GCSE grade C or above in English and Maths or a level 2 N/SVQ. It is useful to have a good understanding of basic computer packages and any previous office experience will be desirable. The most important asset you can offer though, is a huge helping of enthusiasm and a good personality.

Although an intermediate level job profile, it is possible to enter this role at entry level from school leaving age. You can start as an administration assistant or a junior administrator. This role is equally appealing for older age groups too. There is no upper age limit and some employers prefer more senior personnel.

Many administrators enter through vocational routes and continue to extend their education through work-based learning such as N/SVQs or Apprenticeships.