



Administrative Assistant



ROLE DESCRIPTION

GRADE

Grade 3

LOCATION

Unit 1, 7Hills Business
Park, 37 Bankhead
Crossway South
Edinburgh EH11 4EP

LINE MANAGER

Business Operations
Manager

ROLE SUMMARY

Robin Mackenzie Partnership (RMP) operates as an acoustic consultancy division of Edinburgh Napier University providing advice and testing to the construction industry on over 600 projects per year, ranging from small residential developments to major infrastructure projects.

This job involves the opportunity to work within one of the UK's leading acoustic and energy research and consulting teams.

As an Administrative Assistant you will provide a comprehensive administrative service to the RMP team whilst working with a broad portfolio of responsibility.

LINE MANAGEMENT RESPONSIBILITY FOR:

This role does not have any line management responsibilities currently.

MAIN DUTIES AND RESPONSIBILITIES

- Provide a full confidential administrative service to the team, including dealing with enquiries (phone, email, voicemail) and acting as first line of contact to external clients.
- Provide professional proactive support and advice to the team, dealing with a wide range of enquiries on a day-to-day basis.
- Responsible for meeting deadlines in respect of achieving RMP priorities commensurate with the development of a commercial business.
- Support financial matters for the team including purchase orders; purchasing card; web requisitioning, and invoicing.
- Support operational matters for the team including maintain and monitor RMP's business operational support systems, RMP's MS Access based project management system and updating procedural guidance's.
- Maintain and co-ordinate diaries, arrange meetings (room booking and hospitality) and make travel arrangements as required.
- Records management
- Manage stationery and PPE stocks.
- Assist in preparations for meetings, ensuring accurate data is provided in advance of the meetings and that decisions are recorded correctly and within agreed deadlines.
- Act as a clerk to agreed meetings and ad hoc groups. This will involve minute taking, preparation and distribution of minutes, agendas & any other relevant information.
- Assist with the developing and implementation of RMP marketing and advertising strategies.
- Engage with colleagues proactively to help the support team take deliberate steps to support the enhancement and development of processes, procedures, and services so that they meet the needs of RMP staff, whilst delivering consistency and effective support for RMP.
- Maintain the company website and twitter and assist with creation, development and maintaining of brochures, newsletters, LinkedIn, and adverts including sourcing news material and imagery.
- Support the RMP Senior Management in ad-hoc projects and operational matters.
- Engage fully in any training and staff development identified as being appropriate for the post-holder (through PDR), to ensure ongoing professional and personal development.
- Any other relevant duties in support of the work of RMP
- Role model the University's values & behaviours;
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

EDUCATION / QUALIFICATIONS

- | | ESSENTIAL | DESIRABLE |
|---|-----------|-----------|
| • HNC/HND or equivalent demonstrable experience in a similar role | ✓ | |
| • Degree in a relevant subject | | ✓ |

SKILLS / EXPERIENCE

- | | | |
|--|---|---|
| • Highly numerate with relevant and proven experience of working in a Finance or Commercial environment. | ✓ | |
| • Extensive demonstrable administration experience. | ✓ | |
| • High levels of computer literacy, including MS Excel, MS Word, MS Outlook. | ✓ | |
| • Sound communication and interpersonal skills with confidence in communicating at all levels internal, external, and across the University, both orally and in writing. | ✓ | |
| • Tactful and courteous telephone manner with an ability to deal with difficult calls. | ✓ | |
| • Ability to work to tight deadlines and prioritise workload. | ✓ | |
| • A systematic approach to attention to detail. | ✓ | |
| • A strong commitment to customer service. | ✓ | |
| • A flexible and willing approach to the peaks and troughs of workload throughout the year. | ✓ | |
| • Ability to pick up instructions and information quickly and adapt to changes. | ✓ | |
| • Degree in a relevant subject | | ✓ |
| • Working knowledge of the Agresso system. | | ✓ |
| • Experience of working in Further/Higher Education of public sector. | | ✓ |
| • Experience with design software (Illustrator, In-Design, Photoshop) | | ✓ |
| • Experience of forging relationships with internal, external, customers and suppliers. | | ✓ |

ESSENTIAL

DESIRABLE

- Experience with maintaining commercial databases

