

# Job Description

**Office Administrator**  
UCL Consultants (UCLC)  
London

---

## Reports to

Head of Finance and Support Services

---

## Job Purpose:

The Office Administrator will be responsible for the day-to-day management of the office of a busy and professional consultancy business and will provide HR, IT, facilities and other administrative support to the business. The Office Administrator will also act as the first point of external contact in the office and provide diary and administrative support to the Managing Director.

The successful candidate will be methodical with a strong attention to detail, have excellent interpersonal and liaison skills and an interest in maintaining a high level of service to all stakeholders. A committed, 'hands-on' individual who is able to work quickly and accurately, the candidate will need to be proactive, have excellent time-management, IT and organisational skills, with the ability to manage their workload and to work effectively under pressure.

## Key Accountabilities:

- Act as the lead point of contact for the Company to ensure the team has access to the resources it needs in the areas of IT, facilities and HR administration support.
- Act as first point of contact for external general enquiries to UCLC.
- Be responsible for the smooth day-to-day administrative management and running of the UCLC office.
- Provide diary/administrative support to the Managing Director of UCLC and where required to the UCLC office.

## Duties and Responsibilities

The duties and responsibilities listed are not prescriptive but will include the following general and specific areas of responsibilities:

- a) Provide an efficient and responsive service to consultants and clients and to help to build the reputation of UCLC.
- b) Act as first point of contact for initial enquiries concerning consultancy work and UCLC's procedures.
- c) Maintain records of all consultants' agreements.
- d) Arrange meetings, office social events and assist with presentations (internal and external) including room bookings and refreshments etc.
- e) Assist the Managing Director of UCLC on diary management and other administrative matters, and other members of staff as and when necessary.
- f) Assist in the organisation and managing of UCLC Learning & Development activities.
- g) Manage the procurement of office and kitchen supplies in conjunction with other office users.
- h) Manage the operational aspects of UCLC's office facility and liaise with other building occupants/management as needed.
- i) Promote a positive and resilient culture within UCLC, including planning activities around staff wellbeing and providing information for events taking place.
- j) Support the UCLC Marketing Executive in managing and maintaining the UCLC website and other marketing-related administrative requirements.
- k) Support the Marketing Executive with the planning and setting up of recurring, internal to UCL, consultancy briefing sessions, including advertising and setting up of calendar invites to both internal staff and UCL attendees.
- l) Support the Head of Finance and Support Services on HR administration and liaison with third party HR service provider.

- m) Act as UCLC's Department Administrator (DA) on behalf of UCL.
- n) Be the point of contact regarding the purchasing/replacement of IT equipment.
- o) Make sure all IT equipment is up to date with relevant UCL issued software.
- p) Provide support to internal software owners on the smooth operation of UCLC's existing software support.
- q) Be able to provide technical support to UCLC's case management system.

- Adhere to UCLC policies including organisational standards, Financial Regulations and Equal Opportunities
- Participate in staff meetings and training as required
- Maintain an awareness and observation of Fire and Health & Safety Regulations
- Undertake any other duties that are within the scope, spirit and/or purpose of the job, the title of the post and its remuneration as requested by the Head of Finance and Support Services.

In carrying out the above duties the Office Administrator is expected to:

- Work expeditiously and with professionalism to ensure the business is organised efficiently
- Maintain absolute confidentiality regarding sensitive personnel, financial and commercial information

**Note:** The duties described above reflect the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and may be subject to amendment in consultation with the post holder.