

JOB DESCRIPTION

Job Title: Office Administrator

Department: Administration Team

Reporting to: HR Officer

Location: National Service Centre

TH MARCH COMPANY VALUES:

The post holder will be expected to operate in line with our workplace values which are:

-  **WE PUT CUSTOMERS FIRST**
We value customer relationships & listen carefully to understand their requirements.
-  **WE DO THE RIGHT THING**
Acting with honesty and integrity, we are fair and respectful in everything that we do.
-  **WE LOOK FOR SOLUTIONS**
We enjoy helping our customers, partners and colleagues find answers and solutions to their requirements or problems and are committed to the customers and trades in which we specialise.
-  **WE ARE A TEAM**
We take pride in our accomplishments. We support each other, sharing our knowledge and experiences, always striving to achieve the highest possible standards.

PURPOSE OF ROLE:

To undertake designated administrative duties in accordance within the Company's requirements.

JOB COMPETENCIES:

Responsibilities:

Admin Support

- To provide Reception cover as and when required.
- To answer a high volume of calls and maintain a rapid response rate according to agreed standards in an efficient, professional and courteous manner.
- To greet clients and visitors to TH March, answering questions and announcing calls.
- Be aware of the availability of staff likely to receive inbound calls.
- Franking and sorting of outgoing mail and when required, opening and sorting of incoming mail.
- Audio typing of minutes, letters, etc. and copy typing.

- Ordering stationery, printer ink, maintaining office stocks, sending stationery to other branches.
- MIS – printing MIS cards for Personal Lines, maintaining pre-printed stocks, keeping accurate records of cards sent.
- Organising and maintaining archives and retrieving requested files, maintaining accurate logs.
- General office administration including shredding and recycling.
- Perform administrative tasks as required and for other departments as needed:

March Guard

- To deal with claims in accordance with Authority granted under Binding Authority and refer cases outside of this for instructions.
- To handle day to day queries from clients/jewellers via phone, correspondence or email and act as point of contact.
- To liaise with colleagues in the MIS section and share information about the current insurance marketplace, and to assist them with any insurance queries.
- To comply with service standards at all times, to ensure the best service is provided to clients.
- To provide insurers and underwriters with accurate information to ensure they can assess each risk correctly.
- To maintain accurate files and to ensure correspondence and telephone notes are correctly recorded in the Policy Administration System.

IT Support

- Check Websure job scheduler

Finance

- Provide administrative support as and when required for the Finance Team.
- Establish and maintain effective working relationships with co-workers, supervisors, clients and visitors.
- To maintain clients' and the Company's confidentiality at all times.
- To fully understand TH March Policies and Procedures and ensure they are adhered to.
- To comply with the Company Policy on Information Security and Acceptable Use.
- To undertake all other duties as reasonably required and directed.

Behaviours:

- To embrace and behave in line with TH March Values.
- To comply with FCA Regulations.
- To comply with the FCA's Treating Customers Fairly principle including:
- Acting in an honest and open manner at all times with both clients and the Company.

- Acting with integrity by demonstrating fairness and impartiality.
- Demonstrating a client focussed approach.
- To ensure that business transactions are conducted in a way that is clear and straightforward.
- To treat everyone with dignity and respect
- To enhance your role by undertaking appropriate training and personal development courses, as required.

Skills Required:

- Excellent customer service & IT skills and telephone manner.
- Effective communication skills, both verbal and written.
- Ability to gather and analyse information for the client and resolve problems.
- Ability to identify and respond appropriately to an individual client's level of understanding.
- Ability to identify and match products with client requirements.
- Ability to persuade and influence others.