

## JOB DESCRIPTION

**Name:**

**Job Title:** Office Administrator Apprentice

**Department:** Jewellers Block

**Reporting to:** Office Manager


**Location:** Glasgow Office


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### TH MARCH COMPANY VALUES:

The post holder will be expected to operate in line with TH March 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 duties within the Glasgow Office in accordance with TH March requirements.

### JOB COMPETENCIES:

#### Responsibilities:

- Greet clients and visitors to T H March, answering questions, emails and announcing calls.
- Answer a high volume of calls and maintain a rapid response rate according to agreed standards in an efficient, professional and courteous manner.
- To be aware of the availability of staff likely to receive inbound calls.
- Log information on calls received, where required and maintain detailed and accurate records.
- Provide support and assistance to Account Handlers, Account Executives and other staff within the Company.
- Typing of letters, emails, reports etc.
- Preparation of Factfinds and accompanying documentation.

- Pulling relevant files as requested for incoming mail/endorsements.
- Opening, sorting and distributing of incoming mail.
- Sorting of outgoing mail.
- Photocopying and collating documents as and when necessary.
- Shredding documents for each department as and when necessary.
- Perform administrative tasks as assigned and for other departments as needed.
- 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 Rules & 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.
- Ability to demonstrate, understanding and apply TH March values. These are embedded in all roles.