

Job title	FM Admin Assistant
Reports to	Technical Department Manager

1. Purpose and Scope

The post holder is part of the Cardiff Airport and St Athan Technical Team reporting to the Technical Department Manager and is responsible in assisting the FM Department for the provision of comprehensive administration support with all aspects of effective Facilities Maintenance across both sites.

Working across both the Cardiff Airport and St Athan sites, deliver a proactive support function within the Technical and operational management teams.

To effectively develop and maintain operational systems, take notes at meetings, take notes at meetings including the processing of information as required as well as update operational procedures and policy documents.

2. Key Accountabilities and Role Outputs

- To deal with enquiries and queries from both internal and external contacts.
- Provide Help desk function with accurate input of appropriate information to Maintenance database system including logging of calls, raising and receipt of purchase orders, processing of timesheets together with closing down of work orders.
- Provide secretarial and administrative support to specific managers within the business
- General filing duties and administrative housekeeping duties ensuring system is neat and tidy to aid speedy retrieval of information.
- Accurate reconciliation and processing of information documentation received in the department to support account costing and invoicing process
- Answer telephone enquiries, direct calls and respond to E mail communication as appropriate.
- Schedule meetings for and around the diaries of FM and Operational department managers.

- Resolution of purchase and sales invoice queries for suppliers, sub-contractors and clients.
- Processing of Technical engineer timesheets and expenses.
- Completion and forwarding of weekly and monthly absence reports to HR department.
- To support the admin function of other operational departments covering leave and sickness absence.
- Develop reports and perform research as may be required by the Technical manager.
- Participate, as required, in any Emergency or Emergency Exercise as detailed in the Emergency Orders.

The above duties are not exhaustive. In addition, the Company may require you from time to time to do any reasonable tasks within your capability and capacity.

All job descriptions are subject to regular review and the company reserves the right to make reasonable adjustments to this job description as required.

3. Health and Safety

It is our intention to demonstrate an ongoing commitment to improving health and safety at work throughout the airport. We will comply with all requirements of health and safety legislation.

In order to do this, all staff must have a good awareness and understanding of health and safety hazards and risks that may affect themselves, passengers or other people on-site and must comply at all times with excellence in conduct, behaviour and attitude.

Senior management will ensure that:

- adequate resources are provided for health and safety;
- health and safety is adequately assessed, controlled and monitored;
- Our people are actively involved in all aspects of creating and maintaining a healthy and safe working environment.
- It shall be the duty of every employer to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all his employees

Employee Signature: _____ **Date:** _____

4. Skills, Knowledge and Experience

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A good level of general education including English GCSE 	
Experience	<ul style="list-style-type: none"> • Experience of supporting Managers with operational admin • A good level of general administration experience • Experience of updating manuals and policy documents • Experience in airport operations with the understanding of the operational roles. 	Experience in airport operations with the understanding of the operational roles.
Knowledge	<ul style="list-style-type: none"> • A commitment to upholding high standards of confidentiality and integrity. • Understanding of operations across the airport 	Understanding of operations across the airport
Skills	<ul style="list-style-type: none"> • Computer literate – Microsoft Office applications • Good communication skills – verbal and written • Ability to understand and act consistently with the aims and objectives of the Airport • Able to work with the minimum of supervision and ability to prioritise • Proactive and determined to deliver an excellent service • Excellent organisational skills 	
General	<ul style="list-style-type: none"> • Ability work under pressure and to achieve outcomes • Professional and confident • Proactive and flexible working ethic 	

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