



Higher Administration & IT

Administration Services
Role of Admin Assistant

What does Administration involve?

- **Communicating:** telephone, email, faxes etc
- **Keeping Records:** diaries, reports, logbooks
- **Providing and storing information:** manual and electronic systems
- **Presenting information:** WP, SS, DB, DTP and other software eg accounting, project management
- **Interpersonal skills:** reception, internal and external customers
- **Systems and Procedures:** including mail, reprographics, arranging meetings and making travel arrangements

The Senior Administrator

Duties include **planning**, **organising** and **supervising** junior members of staff.

They should be able to:

- Delegate
- Make Decisions
- Develop systems and procedures
- Encourage and support other staff
- Monitor and Evaluate systems

- **Other duties include:**
 - recruitment and selection of staff;
 - training and appraisal;
 - ensuring that legislation is complied with; and,
 - the planning and organisation of meetings



Skills and Abilities



- **QUICK** to learn
- **ATTENTION** to detail
- **ORGANISATIONAL** skills
- **MOTIVATED** and a **TEAM PLAYER**
- **CUSTOMER CARE**
- **FLEXIBLE**
- **ICT** skills
- **PROBLEM SOLVING** skills
- **TACT** and **INITIATIVE**
- **COMMUNICATION** and **ENTHUSIASM**



Actual Examination Questions



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