



## Job Description

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**Job Title :** Apprentice Office Administrator  
**Department :** Savills Management Resources ("SMR")  
**Site :** Affinity Lancashire

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### **Purpose of the role**

The role of Administrator is pivotal to the success of the Centre Management operation as this person will need to ensure that there is close liaison between all on- site parties, including security and cleaning personnel.

### **Relationships**

**(a) Reports to :** Centre Manager

**(b) Responsible For :** N/A

### **Main Duties**

1. Ensure incoming and outgoing post is dealt with in the correct manner.
2. Ensure that the telephone is answered in a professional manner and within an appropriate ring time.
3. Be the point of contact for coach companies looking to visit the centre and build relationships with these companies and their drivers to grow the number of coaches visiting the centre.
4. Deal with all ad hoc general enquiries and help build the relationship between tenants, contractors and centre management.
5. Maintaining accurate filing of all digital and paper documents and a tidy office environment.
6. Ensure completion of Retail Advantage on a weekly/monthly basis.

## **Accounts**

1. Responsible for processing invoices and maintaining departmental records.
2. Issue PO's using Proactis system and liaise with accounts to resolve any queries or issues
3. Keeping shared files for the tracking of service charge.

## **General**

1. To undertake the production of reports, letters, emails, memos, etc, as requested from Centre Management team.
2. Under instructions from the Centre Manager to ensure that all periodic reporting to the client, letting and managing agents is undertaken on a regular basis in an agreed professional manner.
3. To assist the Centre Management team in any aspect of PR and marketing, mall income or other commercial aspects of the scheme. These duties might include for example, the co-ordination of mall income providers or marketing consultants or even help in organising events, tenants meetings, etc.
4. Manage the centre email responding to all customer queries and escalating where necessary
5. Liaise with charities wishing to make collections at the centre, managing the collections calendar, requesting correct paperwork and collecting information regarding funds raised.
6. The co-ordination of periodic internal meetings to ensure that communication between all on site parties is satisfactory.
7. To arrange meetings and set up conference room in readiness.
8. To update footfall information regularly and distribute information accordingly.
9. There is a requirement for flexibility in the hours worked.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

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**Employee Signature:**

**Date:**

**Print Name:**