

Job Title: Team Support Administrator
Department: Public Sector Department
Contract: 1 year fixed term
Hours: full-time
Reporting to: Public Sector Manager
Location: Shoreditch Office

About Finders International

Finders International is a firm of professional probate genealogists that provides a comprehensive range of support services to those dealing with Estate Administration, from Solicitors, Banks, Corporate and State Trustees through to charities, professional administrators and executors.

Finders are committed to providing a no-nonsense, fast, friendly service whilst ensuring that the highest professional standards are maintained.

Job purpose

The purpose of this role is to provide administrative support to the Public Sector research department in a timely and professional manner.

Main duties and responsibilities

- To provide effective and efficient administrative service, including scanning, photocopying and filing, to Case Managers and the rest of the team
- To assist Case Managers with written correspondence and report preparation
- To help with ordering and distributing certificates
- Processing family tree requests
- To assist Public Sector Team with creating distribution schedules
- To assist Public Sector Management Assistant with overflow beneficiary updates and pending enquiries.
- To undertake training and development as specified by the Line Manager
- Ensure that your workstation is kept clean and tidy
- Any other additional duties appropriate to the post as requested

Skills, Knowledge, Education & Experience

Essential

- Good working knowledge of Microsoft Word and Excel
- Attention to detail
- Methodical approach
- Excellent communication and interpersonal skills
- Ability to work on own initiative and organise own workload
- Problem solving skills and the ability to respond to sudden unexpected demands
- Ability to cope under pressure
- Reliable, Flexible and adaptable
- Contribute to the effectiveness of the team
- Autonomous working
- Commitment to the principles of equality and diversity as outlined in the company's Equality Policy
- Commitment to the principles of sustainability as outlined in the company's Environmental Policy and specified in its Environmental Management System.

Desirable

- Experience working in an office environment
- Confidence in handling phone calls from members of the public and ability to communicate with them in a courteous manner
- Experience of handling and resolving customer queries and complaints

Pay and Benefits**Type of Contract**

This appointment is offered on a 1 year fixed term basis, with the possibility of extension beyond this.

Working Hours

The working hours for this post are 40 hours per week worked over 5 days per week, Monday to Friday.

The Public Sector Team operate from 9 am to 5 pm Monday to Friday.

Place of Work

You will be required to work at our Shoreditch office, although some remote work may be possible, dependent on the team's needs.

Annual Leave

Annual leave is 25 working days per annum rising to 28 working days per annum after successful completion of the probationary period.

Safer Recruitment

All positions at Finders International are offered subject to the following conditions:

- Receipt of satisfactory references.
- Proof that you are legally entitled to work in the UK

Pension Benefits

Finders International operates a Workplace auto-enrolment Pension Scheme which you will be opted into after 3 months of employment. You will have the opportunity to opt-out of the Scheme should you wish to.

Selection

Our opportunities are open for you to apply online. Please visit:

<https://www.findersinternational.co.uk/about/vacancies/>

We ask candidates to submit a CV and cover letter outlining your suitability for and interest in the role.

If you need an application form in an alternative format, please call us on 020 7490 4935.

The closing date for applying for this role is Friday 11th March by 12 pm.

Interviews will be held 16th – 18th March. Please indicate in your cover letter if you are not able to attend on one of these dates.

Following the initial interview stage, successful candidates will be invited for a second interview on 21st - 25th March. Please indicate if you are not able to attend on one of these dates.