

Employability and Career Development

Assessment 2

Lecturer: Konstantina Mari

Student Name: Mariam Kostanashvili

Student ID: 2510872

Advertisement 1

Part Time Administrator

Posted 08/06/2026 by [Arlington Resource Management](#)

📍 London

£ £30,000 - £35,000 per annum pro rata

📅 Permanent +1

⚡ Easy Apply



Apply Now

Apply Now

This property office administrator role includes:

- General office administration, handling telephone and email enquiries
- Preparing correspondence, maintaining property records and filing systems
- Assisting with service charge administration and property documentation
- Liaising with tenants, leaseholders, contractors and managing agents
- Monitoring compliance records and inspection schedules
- Arranging inventories, check-ins and check-outs
- Coordinating cleaning, maintenance visits and contractor appointments
- Assisting with tenancy deposit releases and related administration
- Assisting with rent collection and invoice administration
- Following up outstanding matters and ensuring actions are completed
- Supporting the directors with ad hoc administrative tasks

The ideal administrator will be pro-active, well organised and detail-oriented with good communication and interpersonal skills, comfortable dealing with people by telephone and email. You will have excellent MS Office skills and be able to work independently and be flexible and willing to

assist with a variety of tasks. Property experience would be useful but not essential.

- General office administration, handling telephone and email enquiries
- Preparing correspondence, maintaining property records and filing systems
- Assisting with service charge administration and property documentation
- Liaising with tenants, leaseholders, contractors and managing agents
- Monitoring compliance records and inspection schedules
- Arranging inventories, check-ins and check-outs
- Coordinating cleaning, maintenance visits and contractor appointments
- Assisting with tenancy deposit releases and related administration
- Assisting with rent collection and invoice administration
- Following up outstanding matters and ensuring actions are completed
- Supporting the directors with ad hoc administrative tasks

The ideal administrator will be pro-active, well organised and detail-oriented with good communication and interpersonal skills, comfortable dealing with people by telephone and email. You will have excellent MS Office skills and be able to work independently and be flexible and willing to

assist with a variety of tasks. Property experience would be useful but not essential.

1 of 2

- Support the team with documentation linked to property processes, tenancy-related administration and follow-up actions where required.
- Arrange meetings and take meeting minutes where necessary.
- Any offer of employment is subject to safer recruitment practices, two satisfactory references, and a satisfactory DBS check.
- We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

Additional information

Unfortunately, we are unable to offer sponsorship for this role therefore, you must have the right to work in the United Kingdom

We are not working with recruitment agencies for this vacancy and ask agencies not to send unsolicited CVs

Advertisement 2

Administrator (part time 22.5 hours)

STEP BY STEP PARTNERSHIP LTD  · 4.1 ★

Job details

 **£16,200 a year**

Life insurance, Employee assistance programme, Company pension, Company events

 **Permanent, Part-time**

No weekends, Monday to Friday

 [Crimea Road, Aldershot GU11 1UE](#)

 **60 minute commute**

Full job description

Launch Administrator

Location: Aldershot

Salary: £16,200 per annum for 22.5 hours per week permanent contract (£27,000 FTE).

Benefits:

We offer a workplace that genuinely cares about people, both our staff and the young people we support. Alongside a meaningful role, you will receive:

About Us

Step by Step is a charity that passionately supports young people facing challenging times. Our unique approach, providing accommodation, personal development opportunities, and specialist support, helps young people identify and achieve their aspirations. Each year, we work with over 1,300 young people aged 11–25. Our team plays a vital role in empowering them and preventing homelessness. We are a positive, dynamic, and professional team, committed to helping young people reach their full potential. Incorporated in 1989, Step by Step has a long history of supporting young people. We are committed to safeguarding and promoting their welfare and expect all staff and volunteers to share this commitment.

What You'll Be Doing

You will be the first point of contact for the Launch service, providing a friendly welcome to young people, visitors and professionals while delivering efficient administrative support. You will manage referrals, appointments, waiting lists and records, respond to enquiries, maintain accurate databases, and support the team with reporting, meetings and property administration. By prioritising your workload and ensuring information is handled securely and accurately, you will help deliver a high-quality service for young people.

Key responsibilities include:

- Answer young people, professionals and partner agency queries via telephone, email and other digital channels.
- Welcome visitors, young people and professionals to the service in a friendly and professional manner.
- Support young people who walk into the service by helping them understand how to access Launch support, complete referral information where appropriate, or be signposted to suitable services.
- Arrange appointments into the service, confirming, cancelling and changing appointments where required.
- Maintain service appointment information, waiting lists and related records.
- Provide reception duties and front-of-house support.
- Provide administrative support to Launch staff, including preparing documents, updating records, taking messages, scanning, photocopying and filing.
- Support staff with arranging meetings, preparing paperwork and maintaining service information.
- Support the administration of move-on properties, including maintaining records, tracking relevant paperwork and helping to coordinate information between staff, young people and partner agencies.
- Assist with arranging appointments or meetings relating to move-on accommodation and ensure information is

Recruitment and Selection

Effective recruitment helps organisations find candidates with the skills and abilities they need (CIPD, 2026). To achieve this, the recruitment process should be fair and consider equality, diversity and inclusion (Acas, 2026), while structured and objective selection methods can help reduce bias (CIPD, 2024). Therefore, identifying key skills in job advertisements is important for understanding employers' expectations.

Key skills needed in Advertisement 1:

1. Communication skills
2. Organisation skills
3. Attention to detail
4. Administrative skills
5. IT -Microsoft Office skills

Key skills needed in Advertisement 2:

1. Communication skills
2. Organisational skills
3. Administrative skills / Admin support.
4. Attention to detail
5. Customer service / Interpersonal skills

In both job advertisements, the most common skills are administration, organisation and communication. Interpersonal and teamwork skills are also widely recognised as important employability skills for graduates (Succi and Canovi, 2016).

These skills are essential for my future career because they will help me perform my duties efficiently, communicate professionally, and provide high-quality administrative support.

- Administration is important for my future career because I will be responsible for organising documents, answering emails, arranging appointments, and keeping records up to date. Good administrative skills will help me work efficiently, stay organised, and support both customers and colleagues.
- Organisation is important for my future career because an administrator is responsible for managing documents, appointments, records, and daily tasks. Being organised helps me work efficiently, meet deadlines, and avoid mistakes.
- Communication is important for my future career because I will need to speak with customers, colleagues and partner organisations by phone, email and

face-to-face. Good communication helps build positive relationships and ensures information is shared clearly and accurately.

SWOT Analysis

Strengths	Weaknesses
(Current) Organised, Time management, Communication, Customer service, Reliable, Problem-solving, Teamwork	(Current) Delegation, Confidence, Overthinking, Public speaking.
Opportunities	Threats
(Anticipated) Training, Networking, Promotion, Experience, Certifications, Career progression, and development	(Anticipated) Competition, Technology, Workload Economic changes, Time pressure

Strengths (Current)

Organisation and Time Management: One of my biggest strengths is being organised and having good time management skills. In my current role as a receptionist, I manage appointments, answer phone calls, respond to emails and complete administrative tasks while working in a busy environment, therefore these skills will be important in my future career as an administrator

Communication: Effective communication and teamwork skills are important factors in improving graduate employability (Andrews and Higson, 2008). I have developed good communication skills through working with customers and colleagues every day. Effective communication will help me build positive relationships with clients, colleagues and external organisations in an administrative role.

Customer Service: I have strong customer service skills from working in hospitality. I always try to be polite, professional and helpful when dealing with customers. This

will be valuable because administrators are often the first point of contact and create a positive first impression of the organisation.

Problem-solving: I am able to stay calm and find solutions when unexpected situations arise. Employers value a range of employability skills, including communication, teamwork, planning, time management and problem-solving (Osmani et al., 2019).

Teamwork: I work well with colleagues and understand the importance of supporting the team. Administrators often work with different departments, so teamwork is essential for completing tasks successfully.

Weaknesses (Current)

Delegation: One of my weaknesses is delegation. I sometimes prefer to complete tasks myself because I want to make sure everything is done correctly. However, I understand that delegating tasks improves teamwork and efficiency. I plan to develop this skill by trusting colleagues more and sharing responsibilities when appropriate.

Confidence: Although my confidence has improved, I can still feel nervous when speaking in unfamiliar situations, especially in English. I am improving by communicating with customers every day and practising my English through work and university.

Overthinking: I am learning to trust my judgement and make decisions more confidently.

Public Speaking: I plan to improve this skill by taking part in presentations at university and speaking up more during meetings.

Opportunities (Anticipated)

Training: Training programmes will help me improve my administrative, communication and IT skills, making me more effective in my future role.

Networking: Building professional relationships with colleagues and industry professionals may create future career opportunities and help me learn from experienced people.

Career Progression: Developing career competencies can support career progression by improving employability and contributing to early career success (Blokker et al., 2019).

Based on my experience, starting as an administrator can help me gain experience and progress into senior administrative or office management positions in the future.

Certifications: Completing additional courses, such as Microsoft Office or administration training, will strengthen my CV and improve my employment opportunities.

Experience: Work experience can play a key role in developing employability and preparing graduates for future employment (Helyer and Lee, 2014). Every new role will allow me to develop practical skills and increase my confidence in administrative work for my future career.

Threats (Anticipated)

Competition: Many candidates apply for administrative jobs, so I need to continue developing my skills and experience to remain competitive.

Technology: Office technology changes quickly, so I will need to keep learning new software and digital systems.

Workload: Administrative roles can be busy, with multiple deadlines and responsibilities. I will need to manage my time effectively to avoid stress.

Economic Changes: Changes in the economy may reduce the number of available jobs or increase competition for vacancies.

Time Pressure: Working under pressure may sometimes be challenging, but improving my organisation and planning skills will help me manage deadlines successfully.

Webb and Speculand,(2012) says that personal Development Planning helps individuals reflect on their learning and achievements. To have a clear view of my future I am using personal development plant to follow up my short- and long-term goals

	Short-Term Time Period	Long-Term Period
	What do I want to accomplish in the next three to six months?	What do I want to accomplish in the next two to three years?
Section 1 - My Goals	My short-term goal is to complete my foundation course, improve my communication and	My long-term goal is to build a successful career in administration, gain professional qualifications,

What are my overall goals that I want to accomplish in this time period? <i>Example: become a Student Affairs Officer; learn computer graphics</i>	administrative skills, and gain experience in an administrator role. I also want to develop my Microsoft Office skills to become more confident in an office environment.	develop leadership skills, and progress into a senior administrative position.
Section 2 - Skills and Knowledge to be Learned What specifically do I need to learn? What project do I need to work on? <i>Example: Student advising;</i> <i>Banner; Dreamweaver; develop a procedures manual</i>	I need to improve my Microsoft Office skills, professional communication, document management, and customer service skills. These are essential for working effectively as an administrator.	I want to develop advanced administrative and leadership skills, learn project management, and complete professional qualifications to progress into a senior administrative role.
Section 3 - Next Steps How am I going to acquire the skills and knowledge? How am I going to do this project? <i>Example: take Dreamweaver class; do an informational interview; set up a project outline</i>	I will improve my administrative and communication skills by completing my foundation course, practising Microsoft Office, and gaining work experience.	I will continue developing my professional skills through training, qualifications, and work experience to progress into a senior administrative role.
	Short-Term Time Frame What do I want to accomplish in the next three to six months?	Long-Term Time Frame What do I want to accomplish in the next two to three years?

Section 4 - Resources What resources do I need? <i>Example: free time; funding</i>	I will use university support, online courses, Microsoft Office training, and work experience to develop my skills.	I will use professional qualifications, employer training, mentoring, and networking opportunities to continue my career development.
Section 5 - Time Schedule What is my time schedule?	1-6 month.	1-1.5years Start new job having important contacts.
When will I start?	Within a month	
When do I expect to finish?	Maximum of 1.5years	
Section 6 - Completion When have I completed each step?	☐ 31.10.2026 Date ☐ 31.12.2026 Date ☐ 31.01.27 Date	☐ 31.12.2027 Date ☐ 31.01.2028 Date ☐ 31.04.2028 Date

The skills I identified, including administration, organisation, and communication, make me a strong candidate for an administrator role. These skills will help me manage tasks efficiently, communicate professionally with customers and colleagues, and provide excellent administrative support. I am motivated to continue improving my knowledge and gaining experience to achieve my career goals. I believe these skills will help me become a successful and reliable administrator.

Reference:

CIPD (2026) Recruitment: An introduction. Available at: https://www.cipd.org/uk/membership/routes-to-membership/experience-assessment/?gad_source=1&gad_campaignid=1486434471&gbraid=0AAAAADvdn-VM8LQPNPcdESmT_cci6C8eF&gclid=Cj0KCQjw7eXTBhDBARIsAKF-w442cBod9OhskjLkKnuhk4jCb2-hj5CW07dVHFZvW5aWUQaZKnxp_84aAl70EALw_wcB (Accessed: 10 August 2026).

Acas (2026) How employers should recruit. Available at: [Acas Recruitment Guidance](https://www.acas.org.uk/recruitment) <https://www.acas.org.uk/recruitment> (Accessed: 10 August 2026)

Andrews, J. and Higson, H. (2008) 'Graduate employability, "soft skills" versus "hard" business knowledge: A European study', *Higher Education in Europe*, 33(4), pp. 411 - 422.

Blokker, R., Akkermans, J., Tims, M., Jansen, P. and Khapova, S.N. (2019) 'Building a sustainable start: The role of career competencies, career success, and career shocks in young professionals' employability', *Journal of Vocational Behavior*, 112, pp. 172 - 184.

Helyer, R. and Lee, D. (2014) 'The role of work experience in the future employability of higher education graduates', *Higher Education Quarterly*, 68(3), pp. 348 - 372.

Osmani, M., Weerakkody, V., Hindi, N. and Eldabi, T. (2019) 'Graduates employability skills: A review of literature against market demand', *Journal of Education for Business*, 94(7), pp. 423 - 432.

Succi, C. and Canovi, M. (2016) 'Employability skills of higher education graduates: Little consensus on a much-discussed subject', *Procedia - Social and Behavioral Sciences*, 228, pp. 169 - 174.

Webb, L. and Speculand, J. (2012) 'Enhancing employability through professional experience and personal development planning (PDP)', *The International Journal of Learning*, 15(10), pp. 191 - 196.

