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Tille: Employability and Career Development
Lecture Name: Konstantina Mari
Assignment Title: Reflective Essay

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Administrator

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£ £27,000 per annum

📍 Epsom, Surrey

🕒 Permanent, full-time or part-time

✓ Skills: Microsoft Excel, Self-Motivation + 8 more

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Full job description

Are you an organised and detail-driven individual with strong PC skills and a passion for keeping things running smoothly? We have a fantastic opportunity to join our team as **Administrator Assistant** on our **SGN** contract based in **Epsom**.

This is a full-time, permanent position. You will be working 37.5 hours per week, **Monday to Friday** between the hours of **08:00 – 16:00**.

Pay, benefits and more:

- Annual salary of **£27,000**
- 25 days holiday
- Workplace pension
- A 24/7 online GP service, life assurance and a fully comprehensive employee assistance programme
- Access to our My Benefits platform offering a variety of high street discounts, cashback cards, a saving scheme and much more!
- Access to GXO University – home to a wealth of online training courses, meaning your development never ends!

What you will do on a typical day:

- To provide admin support, data input and preparation of reports Log
- and process queries in relation to purchase orders and invoices!
- Accurately process purchase orders using WMS
- Liaising with other departments and customers
- Maintaining inventory paperwork for checking and verification
- Ensure accurate and timely completion of all administrative tasks Maintain
- high standards of organisation and record-keeping

What you need to succeed at GXO:

- Previous administrative experience in planning/ logistics environment
- Strong **PC skills**, including Microsoft Office
- **WMS** knowledge (desirable but not essential)
- High **attention to detail** and accuracy
- Strong **problem-solving** abilities and initiative
- Excellent **communication skills**, both verbal and written
- Comfortable working **independently** as well as part of a team

We engineer faster, smarter, leaner supply chains.

GXO is a leading provider of cutting-edge supply chain solutions to the most successful companies in the world. We help our customers manage their goods most efficiently using our technology and services. Our greatest strength is our global team – energetic, innovative people of all experience levels and talents who make GXO a great place to work. GXO is an equal opportunity employer. We celebrate, support and thrive on diversity and are committed to creating an inclusive environment for all employees. We believe that diversity and inclusion in our business is critical to our success as a global company, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool. We are an Armed Forces friendly organisation and Disability Confident Leader as part of the Disability Confident Scheme (GIS) and actively welcome applications from people with disabilities.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Review GXO's candidate privacy statement



Skills

Administrative Roles (Administration)		Attention to Detail (Attentions)	
Communication Skills (Key)	Coordination Skills	Customer Service	Microsoft Excel
Microsoft Office (Entry)	Microsoft Word & Excel	Self-Motivation	Teamwork (Teams)

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🕒 Temporary, full-time

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Administrative Assistant

23 July by Duncan Lewis Solicitors



£23,150 per annum

London

Permanent, full-time

Skills: Support Staff Roles, General Office Administration + 7 more

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Full job description The

Role:

We are seeking a motivated and detail-oriented Administrative Assistant to support daily office operations, maintain accurate records, and provide administrative support to the team. This is an excellent entry-level opportunity for someone looking to develop their skills in a professional office environment.

This is a full-time office based role (Monday to Friday).

Purpose:

To provide comprehensive administrative support to Fee Earners, Support Teams, and the Management Board, ensuring the efficient day-to-day operation of the Firm's City office (Fenchurch Street). The Administrative Assistant plays a key role in maintaining effective administrative processes, managing documentation and correspondence, coordinating office activities, and contributing to the delivery of a professional and high-quality service across the Firm.

Main Responsibilities of the Role:

- Work as part of the Administrative Team responsible for the day-to-day handling of the Firm's incoming and outgoing post, DX, and the central retention of Original

Undertake daily administrative tasks including the collection of incoming post/DX, post Apply now opening, sorting, scanning, photocopying, document filing, digital data processing, and Save arranging the internal couriering of documents across the Firm's London offices. Assist with the preparation and dispatch of outgoing mail and DX, including completing the necessary documentation and ensuring items are ready for collection at the designated time and location.

- Maintain and manage the storage, retention, retrieval, and tracking of Original Documents in accordance with Firm policies and procedures.
- Maintain stock levels of office supplies, including paper, toner, stationery, and kitchen supplies, ensuring accurate stock records are kept and orders are placed in a timely manner.
- Provide administrative support to Fee Earners, Support Teams, and the Management Board in relation to a wide range of office administration activities.
- Assist with document production, scanning, filing, archiving, data entry, and records management, ensuring accuracy and attention to detail at all times.
- Support the administration and coordination of meetings, training sessions, induction programmes, and other Firm events, including the preparation of materials and meeting rooms where required.
- Provide administrative support for the Firm's monthly induction programme for new joiners, including arranging refreshments, preparing materials, and ensuring facilities are available.
- Be available to work an early shift (08:30 to 16:30) at least twice per month to support induction and operational requirements where necessary.
- Actively participate in training and development opportunities to maintain and enhance knowledge, skills, and service delivery.
- Maintain a high standard of confidentiality and security in respect of client information, records, and Firm data.
- Provide effective cover for colleagues and undertake administrative duties across the wider team as required.
- Ensure reasonable care is taken at all times for the health, safety, and welfare of yourself and others, adhering to all Firm policies and procedures.
- Assist with any other administrative duties and projects reasonably requested by the Supervisor, Management Board, or other authorised managers.

Key Skills Required:

- Previous experience in an administrative, office support, or professional services environment would be desirable but is not essential.
- This is an entry-level role and would suit candidates looking to develop a career in office administration.
 - Legal or law firm experience is not required for this position.
 - Excellent written and verbal communication skills.
 - Strong attention to detail and accuracy.

- Excellent organisational and time management skills, with the ability to prioritise

manage multiple tasks.

Strong interpersonal skills and the ability to communicate effectively with colleagues at all levels.

- A professional, proactive, and positive approach to work.
- Ability to work effectively in a fast-paced office environment and remain calm under pressure.
- Ability to work both independently and as part of a team.
- Self-motivated with the ability to use initiative and meet deadlines.
- Strong IT skills, including proficiency in Microsoft Office applications and the ability to accurately process and manage digital information and records.

The recruitment process will fully comply with GDPR and other applicable laws.

Background checks including CRB / DBS checks will establish your eligibility to work in the UK and suitability to the role.

Equal Opportunities:

Duncan Lewis is committed to Equal Opportunities and embraces diversity of its staff. The Company strives to ensure that our staff reflects the diversity of the communities we serve, which is reflective at all levels within our workforce

We guarantee an interview for candidates that disclose a disability and meet the essential requirements for the post. Please provide additional details in your covering letter if this applies.

APPLICATIONS SUBMITTED BY AGENCIES WILL NOT BE ACCEPTED FOR THE ABOVE VACANCY

Skills

Administrative & Coordination Roles

Administrative Assistant Tasks

Communication & Administrative Support

Communications & Documentation Responsibilities

General Office Administration

Office Administration & Communication

Office Administration Experience

Support Staff Roles

Written and Verbal Communication

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Recommended courses

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EMPLOYABILITY SKILLS ASSIGNMENT

Course: Certificate in Higher Education: Business Skills for the Workplace

TASK 1: Job Advert Comparison & Key Skills Analysis

For this task, I selected two administrative-focused roles: Administrative Assistant and Customer Service & Administration Support, both aligned with my career goal of working in professional administration. Comparing these adverts reveals a clear set of shared requirements and expectations.

Common Skills & Knowledge Identified:

Both roles emphasise three core skill groups:

1. Organisation & Processes: The ability to prioritise workload in busy environments, follow established procedures, maintain quality standards, and demonstrate strong attention to detail and accuracy in all tasks (Prospects, 2026).
2. Communication & Teamwork: Clear verbal and written communication, the ability to collaborate across teams and departments, and maintaining a professional, helpful manner with customers, colleagues, and external contacts (Guffey and Loewy, 2021).
3. Digital & Technical Skills: Proficiency in Microsoft Office (Word, Excel, Outlook), experience using CRM systems, tracking tools and internal databases, and confidence using digital platforms for administration and communication (Baker et al., 2020).

Both adverts also highlighted problem-solving abilities, time management, and the capacity to handle confidential information responsibly as essential requirements.

Application of One Key Skill:

I will focus on effective communication, a skill central to both roles and one I have developed extensively through my 5-year career at FedEx and my university module *Effective Teamworking and Communication*. Hargie (2021) explains that clear communication is the foundation of efficient administration, preventing errors and supporting strong working relationships. In my future role as an Administrative Assistant, strong communication will be vital for drafting professional correspondence, updating customers on bookings or enquiries, and liaising with different departments to coordinate tasks. For example, when managing incoming enquiries or updating records, clear communication ensures accurate information is shared, misunderstandings are avoided, and colleagues and customers feel supported. This skill will help me build positive working relationships, resolve issues efficiently, and ensure administrative processes run smoothly.

TASK 2: Self-Assessment & Evidence of Readiness

SWOT Analysis

Table

Category	Details
	• 5 years' experience as a Customer Service Advisor at FedEx, developing enquiry handling, correspondence management, complaint resolution, and accurate record-keeping skills (FedEx Express, 2024) • Strong organisation and prioritisation abilities, managing high volumes of administrative tasks in a fast-paced environment
Strengths	• Proficient in Microsoft Office and digital systems, reinforced by my <i>Digital Skills</i> university module (University of Wales Trinity St David, 2025) • Fluent in English and Dutch, enabling effective communication with diverse stakeholders • Academic learning in <i>Problem Solving and Decision Making</i> supports structured approaches to administrative challenges • Limited experience in a dedicated Administrative Assistant role, with less exposure to complex office management tasks • Can sometimes take on too many tasks at once, which may affect prioritisation and efficiency
Weaknesses	• Less experience with advanced CRM and database systems compared to established administrative professionals • Limited knowledge of sector-specific administrative procedures outside of logistics • My university modules provide directly transferable skills: <i>Employability and Career Development</i> supports workplace understanding, while <i>Enterprise and Entrepreneurship</i> helps me understand how administrative work supports business goals (University of Wales Trinity St David, 2025)
Opportunities	• Growing demand for skilled administrative staff across many industries creates varied employment pathways (CIPD, 2025) • My language skills are an asset for international businesses or customer bases • Administrative roles are popular, creating competition for positions • Advancements in digital automation mean some basic administrative tasks may change, requiring ongoing upskilling (Baker et al., 2020)
Threats	• Economic uncertainty may affect business hiring and investment in administrative teams

Evidence of Readiness

TASK 3: Employment Goals & Personal Development Plan.

Employment Goals.

Based on my SWOT analysis, I have set the following goals:

Short-term (0–12 months): Secure a full-time Administrative Assistant or Administration Support role. This is important because it will allow me to apply my existing customer service and administrative skills in a dedicated position, gain structured experience in office workflows, and develop specialist knowledge. It aligns with my career aspiration to build a long-term career in business administration and take on increasing levels of responsibility (CIPD, 2025).

Long-term (1–3 years): Progress to a Senior Administrative Assistant or Office Coordinator role, taking on responsibilities such as process improvement, training new staff, or managing key projects. This will allow me to use skills from my *Enterprise and Entrepreneurship* module to identify efficiencies and contribute to the wider success of the organisation (University of Wales Trinity St David, 2025).

Personal Development Plan
Table

Weakness	Action	Timeline	Resources Needed	Success Measures
Limited dedicated administrative role experience	Complete an online Administrative Assistant skills course; shadow experienced administrators when in role	1–6 months	Free/affordable online learning platforms, workplace training	Able to independently complete core administrative tasks to a high standard
Difficulty prioritising workload consistently	Use prioritisation frameworks (e.g. Eisenhower Matrix); plan daily tasks and review progress at the end of each week	Ongoing	Digital planner, Outlook task manager	Meet 95% of deadlines; report improved work–life balance and reduced stress
Limited advanced CRM experience	Complete system training modules; practice using demo versions of common CRM platforms; ask for guidance from experienced colleagues	3–9 months	Online training resources, workplace system access	Confidently navigate and update CRM systems; generate basic reports independently

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