Office Administrator

**Location:** Glasgow (we offer Hybrid working for this role supported by a Smart Working Policy)

**Full Time or Part Time:** Part Time – 16 hours per week

**Directorate:** Corporate Services

**Salary:**  Competitive

**Company Overview:**

Ardent is the UK’s leading provider of land, consent management and stakeholder engagement services to support major infrastructure and regeneration projects from concept to delivery.

We are Project Managers, Chartered Surveyors, Transport Planners and Land Referencers, based in London, Birmingham, Warrington, Leeds, Glasgow and Dublin and supporting projects throughout the UK and Ireland.

Established in 1992 to provide a 'one stop shop’ for land and property matters for major infrastructure projects, our client portfolio includes some of the biggest players across our four core sectors of transport, renewables, utilities and regeneration.

We are passionate about delivering life-improving change for communities and future generations and we are proud to play a key role in facilitating and delivering the UK and Ireland’s net zero agenda, improving connectivity, enabling the repurposing of high streets and town centres and delivering new homes for the people who need them most.

We are problem-solvers, can-doers and solution-drivers working collaboratively with our clients to provide proactive and strategic advice to identify and mitigate risks, deliver efficiencies and, ultimately, achieve deliverable consents and build projects that positively impact people’s lives and the world that we live in.

As part of our ambitious growth plans, an exciting opportunity has arisen for an experienced office administrator to support our Glasgow office. We require a highly organised, proactive administrator to take on a variety of administrative duties. The role is a fundamental support function for the Glasgow team and day to day operations.

**Duties involve:**

* Support with formatting of reports in Word, preparation of PowerPoint presentations and support with the production of Excel spreadsheets and the manipulation of data
* Reviewing and updating of company templates in line with the Corporate Guidelines and agreed process
* Ensuring staff CV’s are updated for tender purposes
* Handling incoming and outgoing post
* Assist with new account/job set up
* Support with project filing
* Create Land Registry Accounts
* Responsibility of general office admin
* Organise, arranging, preparing agendas and taking minutes/capture actions from Directorate and team meetings
* Support with the booking of hire cars
* Processing of monthly expenses for some Directors and project contra charges
* Arranging external Microsoft Teams meetings, i.e., landowner and client meetings
* Supporting with diary management for some Directors
* Handle client communications, both via email and phone, ensuring queries are addressed promptly and professionally
* Travel & accommodation booking as required
* Monitoring and supporting with room and desk booking system
* Managing and updating contracts on company CRM system
* Main point of contact for Glasgow office and the appropriate Building Manager
* Assist with office moves
* Management, procurement and maintenance of office equipment
* Coordination of office cleaning
* Support with arranging office social events
* Correspondence with suppliers
* Interaction with Accounts and review of supplier invoices
* Assisting with the onboarding process for new starters and associated leavers admin
* Coordinate the role of First Aiders and Fire Marshals, ensuring associated responsibilities are completed
* Quarterly H&S office walk around
* Coordination and assistance of company PAT testing
* Assist with manual handling training, DSE training, internal & external audits
* Support with ensuring all HR and H&S admin processes are followed

**Technical Knowledge, Skills & Experience Required:**

* A strong working knowledge of Word, Excel, PowerPoint, SharePoint and good experience of formatting reports in Word and manipulating data in Excel
* Ability to work quickly and accurately, and adapt to last minute changes in priorities
* Ability to work proactively, using initiative
* Ability to build effective working relationships within the team and across the wider business
* Professional phone manner
* Strong written and verbal communication skills
* Comfortable using basic AI tools, such as ChatGPT

**Behavioural Skills Required (Based on our Values) :**

* **Thirst for Knowledge** *(We embrace opportunities to learn and improve for personal and professional growth) -* Demonstrate a strong commitment to the development of yourself, and your people, for your role in a growth company and future role. Coach and mentor others (or actively engage with your Coach) to have a deep understanding of their knowledge and experience. Actively supporting with areas of development and career goals, extending beyond a technical remit and actively developing your business knowledge on an on-going basis.
* **Own It** *(We do what we say we will. We own our individual actions, are accountable for them and take pride in adding value)* - Act like it matters, take pride and caring about the outcome of people in your team, or who you work with, and your clients objectives.
* **Be the Difference** *(Focus energy to make things happen. Be beyond process. Stand up, Stand out)* - Be confident in your decisions and implementing them, taking into account the wider structure and *objectives of the business, working with or alongside peers across the business. Be more than any other competent person in your role.*
* **Enjoy the Journey** *(Have fun, be engaged and be proud to be Ardent) -* Translatinggoals and visions of the business into meaningful objectives for your team in a positive and engaging manner (delivering excellence in your own objectives), demonstrating your commitment to Ardent and the wellbeing and development of your team and colleagues. Understand the needs of your people and colleagues to have, purpose/fulfilment, personal growth, engagement, team culture and fair pay.
* **Adapt** *(We drive change and innovation to deliver growth and new opportunities in an ever-changing world)* - As a growth company Ardent is all about change. You must be a change maker. Demonstrate ability to drive and/or implement change to enable Ardent to continue to excel. Listen to your team and people you work with to actively search for opportunities to create change. Exhibit a resilient attitude, communicate key information in a clear and engaging way to influence others**.**

*Ardent is an equal opportunities employer that is committed to inclusion and diversity. We positively encourage applications from suitably qualified and eligible candidates regardless of race, colour, religion or belief, age, sexual orientation, gender identity/expression, disability status or other legally protected characteristics.*

With people at the core of our business, we offer employees an unrivalled career opportunity rather than simply a job. In a fast growing organisation, we train, develop and support our staff to grow and achieve their career goals. This is supported by a number of initiatives to look after the wellbeing of our employees whilst allowing employees to work flexibility and maintain a positive work life balance.

We offer an attractive benefits package to include :-

* Hybrid working
* Smart Working Policy
* Medical health plan
* Career progression
* Coaching
* Cycle to Work
* Electric Car Scheme
* Enhanced maternity and paternity pay

For more information, please see our services page on our website at [www.ardent-management.com](http://www.ardent-management.com)

Interested? Get in touch!

Should you be interested in hearing more about the position or wish to send your cv in to [people@ardent-management.com](mailto:people@ardent-management.com) or contact Stuart Thomas [stuartthomas@ardent-management.com](mailto:stuartthomas@ardent-management.com)