

DONALD INSALL ASSOCIATES  
CHARTERED ARCHITECTS  
HISTORIC BUILDING & PLANNING CONSULTANTS

**JOB DESCRIPTION**

Job title:	Team Secretary
Reports to:	Office Manager
Responsible to:	Designated Associates
Location:	London
Contract:	Permanent, subject to satisfactory completion of 3 month probation period
Working pattern:	Full-time: Monday to Friday, 9.30am – 6.00pm, with 1 hour for lunch

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**Job Purpose**

To provide a comprehensive and professional level of administrative and secretarial support, to a small group of Associate architects and their technical staff (with flexibility to support other teams according to the needs of the business).

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**Duties and responsibilities include but shall not be limited to:**

- Acting as the primary point of contact for Associates and their staff, responding to enquiries (in person, by telephone, e-mail and post) and relaying messages in a professional and courteous manner.
- Creating, maintaining and updating quality systems, so that materials are prepared when required, updated as necessary, stored and retrieved in a timely and accurate manner. This is to be carried out according to accredited ISO 9001 and ISO 14001 office standard procedures and according to client procedures if instructed.
- Creating and formatting documents and reports including building specifications from handwritten notes ensuring work produced is of a consistently high standard. (These may include text, tabular information, graphs, drawings and photographs).
- Maintaining up-to-date diaries for the team, including receiving multiple meeting schedules, making appointments and associated arrangements (e.g. papers, travel etc.).
- Document control including creating and maintaining document registers and the like, and issuing or circulating documents within agreed timescales.
- Maintaining project resource plans and timesheet records and inputting data into digital systems designed for these purposes.
- Supporting the Office Manager and other individuals on projects and contributing to other cross-team initiatives as may be required.
- Any other reasonable duties that arise from the nature and character of the post.

Please note that job descriptions are not exhaustive, and the duties and responsibilities of the post may be amended from time to time, in consultation with the post holder.

## **Knowledge, Skills and Experience required**

### Essential:

- Proven experience in a similar administrative/secretarial role, supporting more than one person, held for at least three years.
- Proven ability to work with initiative and self-sufficiency supporting senior individuals with different needs, expectations and working styles.
- Knowledge of the principles of Quality Assurance, and previous experience of administering Quality Assurance procedures.
- High level of IT literacy (MS Outlook/Word/Excel/PowerPoint). Previous experience of creating, formatting and editing complex documents, including numerical/tabular information, inserting and manipulating visual images etc.
- Ability to learn how to use bespoke software including for specification writing (NBS) and timesheet records.
- Excellent touch typing skills. Good graphic ability and familiarity with In-Design software.
- Proven experience with electronic tendering portals, project extranet sites and the like.
- Proven ability to prioritise and deliver a busy workload to meet deadlines. Able to juggle multiple priorities and meet exacting deadlines.
- Self-starter, able to work with minimal supervision, to see what needs to be done, and to work accordingly.
- Extremely strong attention to detail with a meticulous approach to checking own work for accuracy. Can be depended on to get things right first time.
- Impeccable telephone manner and interpersonal skills, able to deal confidently with people at all levels, both orally and also in writing
- Flexibility to respond positively to changes in priorities, and the willingness to support other teams and initiatives as required.

### Desirable:

- Previous experience of working in an architectural practice or another similar professional services environment.
- Familiarity with project management terms and procedures.
- Knowledge of architectural and construction terms.
- Educated to degree level.
- Formal secretarial qualification.

December 2011/January 2012