



# Admin assistant

Administrative Assistants assist with the day-to-day operations of an office by doing tasks such as filing paperwork, answering phone calls, preparing documents for meetings, and managing the calendar of their supervisors.

## What does the job involve?

An Admin Assistant, or Administrative Assistant is responsible for providing help and support with day-to-day tasks in offices and workplaces. Their duties include taking notes in meetings, answering phone calls and photocopying documents. Duties may also include:

- Acting as a point of contact for customers, clients or suppliers via email, over the phone or in person
- Welcoming visitors to the building, organising security clearance and showing them to meetings
- Booking meeting rooms for colleagues and arranging meeting schedules
- Organising filing systems and updating office databases
- Processing invoices, tracking receipts, inputting expenses and other basic bookkeeping tasks
- Arranging travel plans and hotel stays for staff members
- Ordering new office equipment, such as stationery, printer refills or staff uniforms
- Scheduling office meetings between teams, managers and departments
- Responding to questions and requests for information

## Routes and choices while at school:

You will need to try to get at least five GCSEs at grades 4 or C or better, or equivalent qualifications. These should include English and Maths. Other relevant subjects include computing and business studies.



## Skills You'll need:

- Administration skills
- to be thorough and pay attention to detail
- The ability to work well with others
- The ability to work on your own
- Sensitivity and understanding
- To be flexible and open to change
- Excellent verbal communication skills
- Customer service skills
- To be able to use a computer and the main software packages competently



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## How to get into this role:

You can get into this job through:

- a college course
- an apprenticeship
- working towards this role
- applying directly

## College

You could do a college course, which would teach you some of the skills and knowledge you need in this job.

Relevant subjects include:

- Level 2 or 3 Business and Administration
- T Level in Management and Administration

## Entry requirements

You'll usually need:

2 or more GCSEs at grades 9 to 3 (A\* to D), or equivalent, for a level 2 course

4 or 5 GCSEs at grades 9 to 4 (A\* to C), or equivalent, for a level 3 course

4 or 5 GCSEs at grades 9 to 4 (A\* to C), or equivalent, including English and maths for a T level

## Apprenticeship

You could get into this job through a business administrator advanced apprenticeship.

## Entry requirements

You'll usually need:

5 GCSEs at grades 9 to 4 (A\* to C), or equivalent, including English and maths, for an advanced apprenticeship

## Work

You might be able to start on a temporary contract through a recruitment agency. Sometimes this can lead to a permanent job. Qualifications or experience in business administration may help



## Career path and progression

With experience, you could progress from admin assistant to supervisor or office manager. You could also move into other departments, like IT, payroll or accounting. With further training, you could specialise in an area like legal, financial or medical administration, become a personal assistant or executive officer.

## Rates of Pay

The average salary for a administrative assistant is £20,477 per year. This can vary depending on what region you live in.