



OFFICE WORKER



Office Work

Most people, at some point in their life, will do an office-based role and have admin tasks to complete, even if its only part of their job. Anything from finishing your paperwork at the end of your shift as a police officer, sitting behind a computer doing IT bug fixes, to running a social media marketing campaign... many jobs require some kind of "office" environment and admin tasks.

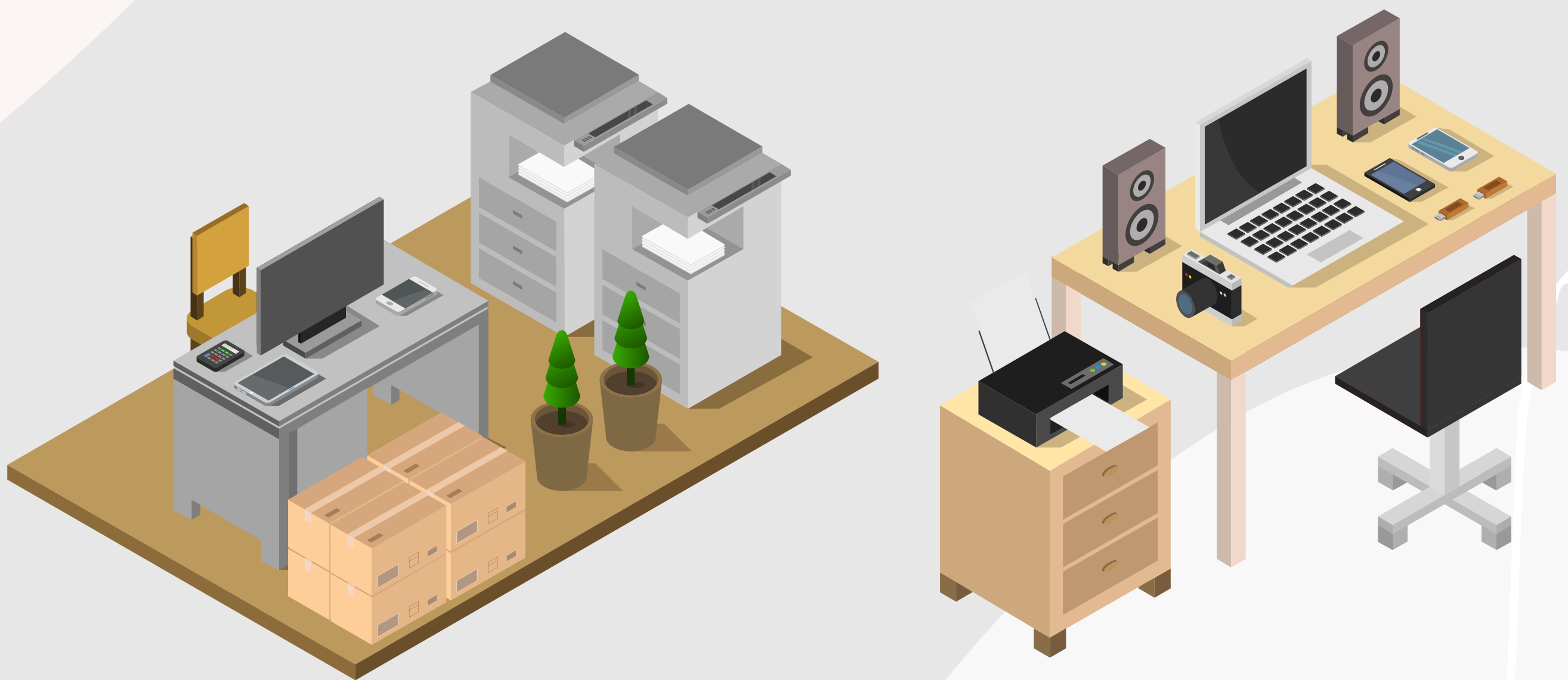
Read below to find out more of what happens in the Office (not the TV show!) and what admin is...



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What happens in an office?

Offices tend to encompass a work space where employees complete administrative tasks. These tasks can be varied but are often carried out on computers, laptops and tablets.



But what if you work from home, you ask? Home offices have become more popular with the Covid-19 pandemic affecting the way we work. This is still "office work" so to speak, as admin tasks are still completed.

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What is admin?

Administrative (or admin) duties are tasks that support the "core-function" of a business. These tasks include writing emails, raising finance, dealing with clients on the phone, servicing meetings, etc. These tasks historically used to be paper-based and included lots of physical filing, but now are mainly computer-based.

Administrators or administrative staff will carry out duties such as those above on a regular basis, in order to support the day-to-day running of a business or project.

Other office staff may only do a few of these jobs as part of their role.



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Examples of admin tasks

Still a bit confused? Don't worry if you are!
Admin is an umbrella term used for lots of jobs
and different tasks.

Here are some examples:

- Answering emails from a client (such as an enquiry about how much something might cost)
- Updating a database and data entry (such as updating stock levels on a shop floor)
- Organising and servicing meetings (this means arranging or booking meetings, writing agendas and typing up minutes or notes)
- Paying contractors (such as builders doing work on the premises) through a finance system

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Why is admin important?

Remember that phrase "core-function"? The business or project will have a need for certain tasks to happen for the business to function.

For example, if a business ignores phone calls from clients, doesn't pay contractors and doesn't have a system for all the filing and emails, nothing can function. All your business would be lost, and it would fail entirely!

Admin tasks can be covered by a dedicated person or team within a business, or may only be a small part of your job, so you can complete the rest of your tasks.

Admin is the backbone of every business and will be found in every organisation somewhere. Whether its the NHS, government departments to the local shop down the road and the plumber that came last week.

Admin work is always completed and is a necessary requirement for an organisation to function.



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Different admin jobs

Administrative roles can have lots of different names. On this page, we will cover a few titles that are admin roles that you might have heard of before...

- **Receptionist** – an admin that is customer-facing, managing the reception area.
- **Office Manager** – an admin that manages the office and will manage other admin staff. Usually in bigger teams or businesses.
- **Personal Assistant (PA)** – an admin usually assisting and doing admin on behalf of a senior member of staff in an organisation.



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Different admin jobs

These jobs you might not immediately know are administrators or admin-orientated staff. These roles in organisations tend to come under "Professional" or "Support" services in larger organisations.

- **Project Coordinator**– someone who organises and looks after a project. Requires admin in organisation, meetings and data.
- **Human Resources Assistant** – an assistant in the HR department. Requires admin for meeting organisation and data.
- **Event Planner**– someone who plans events, usually in a marketing or PR department. Requires admin in organising and potentially finance.
- **Social Media Assistant** – someone who will manage social media for a company. Requires admin in data and organising work.

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Different jobs in an office

These jobs take place in an office but may have very few admin tasks themselves and may be delegated to other workers due to the nature of the job.

- **Solicitor** - admin tasks are delegated to legal secretaries or paralegals while legal advice is done by the solicitor.
- **Senior Management** - large organisations may have a senior leadership team. While Senior Management may do some of their own admin, there is usually a PA to support their work as they will be very busy.
- **Departmental Manager** - Managers tend to have admin tasks to do, however they would usually have a team of administrative or "Support/Professional Services" staff to support the department's objectives due to volume of their own workload.

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Summary

The most important thing to take away from this booklet is that office-based jobs and admin tend to go hand in hand. The work is varied and tends to be found in every organisation.

The other careers in Careers Fayre will have an element of working in an office or admin-tasks in them.

So why not build your communication and organisation skills now to prepare you for the work place!

