

**Job Title: Team Support Administrator**  
**Department: Public Sector Department**  
**Contract: permanent**  
**Hours: full-time**  
**Reporting to: Public Sector Manager**  
**Location: Shoreditch Office**

### **About Finders International**

Finders International is a firm of professional probate genealogists that provides a comprehensive range of support services to those dealing with Estate Administration, from Solicitors, Banks, Corporate and State Trustees through to charities, professional administrators and executors.

Finders are committed to providing a no-nonsense, fast, friendly service whilst ensuring that the highest professional standards are maintained.

### **Job purpose**

The purpose of this role is to provide administrative support to the Public Sector research department in a timely and professional manner.

### **Main duties and responsibilities**

- To provide effective and efficient administrative service, including scanning, photocopying and filing, to Case Managers and the rest of the team
- To assist Case Managers with written correspondence and report preparation
- To help with ordering and distributing certificates
- Processing family tree requests
- To assist Public Sector Team with creating distribution schedules
- To assist Public Sector Case Managers and Case Co-Ordinator with overflow beneficiary updates and pending enquiries.
- To undertake training and development as specified by the Line Manager
- Ensure that your workstation is kept clean and tidy
- Any other additional duties appropriate to the post as requested

### **Skills, Knowledge, Education & Experience**

#### **Essential**

- Good working knowledge of Microsoft Word and Excel
- Attention to detail
- Methodical approach
- Excellent communication and interpersonal skills
- Ability to work on own initiative and organise own workload
- Problem solving skills and the ability to respond to sudden unexpected demands
- Ability to cope under pressure
- Reliable, Flexible and adaptable
- Contribute to the effectiveness of the team
- Autonomous working
- Commitment to the principles of equality and diversity as outlined in the company's Equality Policy
- Commitment to the principles of sustainability as outlined in the company's Environmental Policy and specified in its Environmental Management System.

## **Desirable**

- Experience working in an office environment
- Confidence in handling phone calls from members of the public and ability to communicate with them in a courteous manner
- Experience of handling and resolving customer queries and complaints

## **Pay and Benefits**

### **Type of Contract**

This appointment is offered on a permanent basis.

### **Working Hours**

The working hours for this post are 40 hours per week worked over 5 days per week, Monday to Friday.

The Public Sector Team operate from 9 am to 5 pm Monday to Friday.

### **Place of Work**

You will be required to work at our Shoreditch office, although after an initial training period some remote work may be possible, dependent on the team's needs.

### **Pension Benefits**

Finders International operates a Workplace auto-enrolment Pension Scheme which you will be opted into after 3 months of employment. You will have the opportunity to opt-out of the Scheme should you wish to.

### **Annual Leave**

Annual leave is 25 working days per annum rising to 28 working days per annum after successful completion of the probationary period.

### **Other Benefits**

Birthday Leave, Wellbeing Leave, Access to 24/7 Employee Assistance Program (EAP), Bi-annual company-wide social events, quarterly team socials, Charity Support – the opportunity to get involved with the charities we support and fundraising initiatives.

### **Safer Recruitment**

All positions at Finders International are offered subject to the following conditions:

- Receipt of satisfactory references.
- Proof that you are legally entitled to work in the UK

### **Selection**

Our opportunities are open for you to apply online. Please visit:

<https://www.findersinternational.com/careers/#jobs> or alternatively send a CV and covering letter to [katie.watson@findersinternational.com](mailto:katie.watson@findersinternational.com)

If you need an application form in an alternative format, please call us on 020 7490 4935.