

## Key Accounts Administrator (C)

### Job purpose:

Provide administrative support for the Strategic Account team and the delivery of the membership stakeholder engagement plan.

### Key Accountabilities:

- Support with the planning, organisation and delivery of stakeholder engagement meetings and activities Undertake research and gather information, reports, briefing materials, papers, letters and board papers
- Manage a schedule of stakeholder engagement meetings
- Give proactive support to the Account Managers
- Support the management and response to stakeholder enquiries
- Maintain efficient filing systems ensuring the systems are kept up to date
- Minute and participate in internal and external meetings and conference calls
- Oversee the development and maintenance of comprehensive contact records utilising the CRM system
- Administer the internal finance systems

### **Knowledge, skills and experience**

#### **Essential**

- Proven administrative experience
- Intermediate to advanced knowledge of Microsoft Office applications including Excel, Word and Power Point, Microsoft CRM and Dynamics 365
- Excellent written and oral communication skills
- Ability to communicate confidently, effectively and authoritatively
- Ability to confidently deliver high quality customer service and handle customer enquiries
- Ability to organise own workload, work to tight deadlines and prioritise effectively
- Ability to cope well under pressure
- Excellent attention to detail; accuracy and quality conscious
- Ability to comfortably use initiative in a busy environment to assist members
- Effective team player with ability to develop positive relationships
- Basic understanding of operational excellence and process improvement to deliver excellent customer service
- Excellent time management skills: ability to plan, multi-task and prioritise work

#### **Desirable**

- Experience with financial systems
- Experience with Microsoft Teams
- Knowledge of CRM reporting tools

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