

Thinking Ahead?

ADMINISTRATOR

Produced by
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Information and Guidance Team
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Some information extracted from National Careers Service website

Learner Services

Secretarial/Administrator

What do they do?

Your day-to-day tasks could include:

- being the first point of contact for visitors, phone calls, emails and social media
- reception duties including meeting and greeting
- arranging meetings and taking minutes
- diary management and making travel arrangements
- producing letters, reports, spreadsheets and invoices
- ordering supplies
- updating records on IT systems
- photocopying, printing and filing
- handling confidential information

Skills Required

- excellent communication, listening and interpersonal skills
- Good level of English and numerical skills
- the ability to build working relationships with individuals groups and professionals
- tact empathy and understanding
- organisational and problem solving skills
- the ability to make decisions and use your professional judgement
- IT skills and administration skills

How to become a Secretarial Administrator

- Training Routes and Entry requirements to be an Administrator can vary between employers.
- May need enhanced background checks by the Disclosure and Barring Service (DBS)
- Experience is valued by Employers, which you could get by temping or volunteering
- A good level Maths and English and IT e.g. GCSE's
- You could get into Administration through Business Administration Courses and Apprenticeships
- Training courses are available in classroom settings or online
- Entry requirements vary and if you already have some experience in Secretarial/Administration work, this will be taken into account. Check with course providers for more details.

Career Path and Progression

- Administrators can work in the Public Private Sectors and Virtual Electronic, in any type of sector and industry
- With experience, you could become a Personal Assistant or Office Manager.
- You could also move into human resources work, or train as a legal or medical secretary.

Related Careers

You may be interested in:

- Admin Assistant
- Data entry clerk
- Hotel receptionist
- Health records clerk
- Personal Assistant
- Local government administrative assistant
- Medical secretary
- Legal secretary
- Bilingual secretary

Local Training Providers

Manchester Adult Education Service (MAES)

- GCSE's in Maths and English
- Digital/IT courses up to Level 1

Business Administration Level 1 & 2 Courses & Administration Apprenticeships

GCSE's are also offered at the following colleges:

- The Manchester College (www.tmc.ac.uk) Tel: 0333 322 2444
- Trafford College (www.trafford.ac.uk) Tel: 0161 886 7000
- Stockport College (www.stockport.ac.uk) Tel: 0161 958 3100
- Salford City College (www.salford-col.ac.uk) Tel 0161 631 5000
- Tameside College (www.tameside.ac.uk) Tel: 0161 908 6600
- Bury College (www.burycollege.ac.uk) Tel: 0161 280 8280
- Oldham College (www.oldham.ac.uk) Tel: 0800 269 480

UNIVERSITIES providing DEGREES & POST GRADUATE IN ADMINISTRATION

- University of Manchester (www.manchester.ac.uk) Tel: 0161 275 3617
- Manchester Metropolitan University (www.mmu.ac.uk) Tel: 0161 247 5920
- University of Salford (www.salford.ac.uk) Tel: 0161 295 4545
- University of Bolton (www.bolton.ac.uk) Tel: 01204 903903

Qualifications are awarded by many bodies including:

- City & Guilds
- ICSA (Institute of Chartered Secretaries and Administrators)
- Institute of Administrative Management (IAM)
- LCCI International Qualifications
- Institute of Professional Administrators (IPA).

- OCR Examinations Board
- Pitman Training
- Reed

Labour Market

Average employment growth of 12% was expected for secretaries and administrative assistants, from 2012-2022, according to the Bureau of Labour Statistics (BLS). General Secretaries and Administrative Assistants, not serving as legal, medical or executive secretaries, earn an annual median wage in 2013 of £32,840, according to the BLS.

For Jobs

- Executive PA <https://epaa.org.uk/>
- <https://www.reed.co.uk/>
- Guardian Jobs www.jobs.theguardian.com
- The UK Association of Virtual Assistants. <http://www.ukava.co.uk/>
- Various Local press & National press.

Funding for Study

General information about funding for Higher Education (degree courses) can be found at: <https://www.gov.uk/student-finance>

Further information

MAES Learner Advisors can give advice on careers, education, training and job search. Make an appointment at your local centre The Manchester Adult Education Service (www.manchester.gov.uk/adulted)

- **Prospects** (see Job Profiles and Job Websites) <https://prosects.ac.uk>
- www.gov.uk/student-finance for more information about Funding
- **Manchester Volunteer Centre**
- <https://www.manchestercommunitycentral.org/volunteer-centre-manchester>
- **National Careers Service: 0800 100 900**
- Website: <https://nationalcareersservice.direct.gov.uk>
- **National Apprenticeship Service** 08000-150-400
- <https://www.gov.uk/apply-apprenticeship>
- **Higher and Degree Apprenticeships**
- <https://www.gov.uk/government/publications/higher-and-degree-apprenticeship-vacancies>.

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