



TFW Group Ltd

Job Description

Ref: BMS-JD-004

V2 Issued: Dec 2022
Reviewed Annually
Last Reviewed: Dec 2024

Job Title	Support Administrator
Location	Pentwyn, Cardiff CF23
Hours of Work	37 per week Monday to Friday 8.30am to 5pm
Salary	£24,250 to £26,000 per annum
Contact	Fiona Lake (Business Manager) – 02920 735354

Company Background

Terra Firma was established in 2000 and is part of the TFW Group. The company is a privately owned SME that offers services in: professional geo-technical & geo-environmental engineering and site investigation consultancy.

Operating from offices in Cardiff, Exeter and Portsmouth we provide environmental and geotechnical advice and solutions throughout the UK to a wide range of clientele.

Terra Firma as a company and as individuals, value honesty, openness, integrity, personal excellence and continuous self-improvement. We take pride in honoring our commitments and responsibilities. We strive to provide technical and environmental services of the highest quality to our clients. Customer satisfaction is recognised as paramount to our success.

Please see our website for further information: <https://tfwgroup.co.uk/>

Principal Job Purpose

Responsible to: Business Manager

Responsible for: Assisting the Business Manager in the day to day duties of the office and the business administration team

Principal Accountabilities

- Dealing with enquiries via email, telephone and face to face from: Clients, Suppliers, Other Organisations and Colleagues, and where appropriate forward queries to the relevant person for action.

- Providing Administration Support across the company for allocated disciplines in:
 - Business Management Systems
 - Credit Control
 - Purchase Ledger
 - Finance / Accounts
 - Human Resources
 - Payroll
 - General Office Duties
 - Operations Support

- Ensuring confidentiality and compliance with all relevant codes of practice and in accordance with GDPR

- Compliance with the relevant sections of the Company's Statements on Health, Safety and Welfare at Work.

- Adhering to the principles of the Company's Equality Policy and ensure commitment to anti-discriminatory practice.

- Undertaking any other duties as directed by the Business Manager / Senior Management Team.

Person Specification

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Previous experience in an administration / clerical role	Essential	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
A good working knowledge of MS Office to include Outlook, Teams, Word, Excel and Share-point	Essential	<input type="checkbox"/>	<input type="checkbox"/>		
NVQ Level 3 in Business & Administration or equivalent	Desirable	<input type="checkbox"/>			
A good working knowledge of accounting program Xero	Desirable	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Knowledge/Skills					
Knowledge of general office best practice e.g. effective management of information	Essential	<input type="checkbox"/>	<input type="checkbox"/>		
Ability to communicate in an appropriate manner to a diverse range of colleagues and customers	Essential		<input type="checkbox"/>		
Knowledge of the appropriate employment legislation i.e. Data Protection Act (GDPR) and Freedom of Information Act	Essential		<input type="checkbox"/>		
Some understanding of the private sector and the construction industry	Desirable		<input type="checkbox"/>		
Other Requirements					
Full driving License and access to a vehicle for work	Desirable		<input type="checkbox"/>		

Personal Competencies – non Managerial

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the company's performance appraisal scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance		<input type="checkbox"/>		<input type="checkbox"/>
	Involves line manager/colleagues in setting and meeting targets		<input type="checkbox"/>		<input type="checkbox"/>
	Reorganises work when necessary		<input type="checkbox"/>		<input type="checkbox"/>
	Sees tasks through to completion whenever possible		<input type="checkbox"/>		<input type="checkbox"/>
	Seeks help if workload becomes unmanageable		<input type="checkbox"/>		<input type="checkbox"/>
	Uses initiative to report issues that arise that impact on others		<input type="checkbox"/>		<input type="checkbox"/>

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feedback results		<input type="checkbox"/>		<input type="checkbox"/>
	Understands that changes are needed if things are to be improved		<input type="checkbox"/>		<input type="checkbox"/>
	Finds new and creative ways of doing things better		<input type="checkbox"/>		<input type="checkbox"/>
	Actively seeks to develop own skills and knowledge		<input type="checkbox"/>		<input type="checkbox"/>
	Learns from mistakes & welcomes constructive feedback		<input type="checkbox"/>		<input type="checkbox"/>

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		<input type="checkbox"/>		<input type="checkbox"/>
	Is committed to providing an excellent service to the all clients				<input type="checkbox"/>
	Understands the links between own professionalism and the possible impact on the Companies image		<input type="checkbox"/>		<input type="checkbox"/>
	Has a professional attitude that sets an example to colleagues		<input type="checkbox"/>		<input type="checkbox"/>
	Takes pride in own work and that of colleagues				<input type="checkbox"/>
	Is respectful, courteous and helpful at all times		<input type="checkbox"/>		<input type="checkbox"/>

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				<input type="checkbox"/>
	Recognises potential value of others' opinions and actively seeks their contributions				<input type="checkbox"/>
	Asks for help when necessary		<input type="checkbox"/>		<input type="checkbox"/>
	Actively seeks to help others				<input type="checkbox"/>
	Is aware of the impact of own behavior on others		<input type="checkbox"/>		<input type="checkbox"/>

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				<input type="checkbox"/>
	Makes sure that people are regularly informed				<input type="checkbox"/>
	Uses appropriate language, gestures and tone when talking with others		<input type="checkbox"/>		<input type="checkbox"/>
	Checks others have understood & seeks advice when necessary				<input type="checkbox"/>
	Actively seeks to improve all forms of communication with others				<input type="checkbox"/>
	Communicates professionally by using formal channels appropriate to the situation				<input type="checkbox"/>