

STEWARTS

Job description

Job title:	Administrator
Reporting to:	IT Service Manager
Department:	IT
Purpose of role:	Principally to provide administrative support to the IT department and assist with its communications to the wider firm
Hours:	Permanent, full-time
Reviewed:	August 2025

Job responsibilities:

General Administration:

- Travel Co-ordination - obtaining quotations and booking travel and hotels for IT staff and occasionally consultants. Checking and processing expense claims.
- Organise internal and external meetings, book conference rooms, prepare agendas and minutes (as appropriate).
- File management, ensuring filing is up to date and correct and that information is easily accessible, including e-filing.
- Assisting with updating of policy documents (e.g.: IT Section of the Office Manual, ProSec2 policies, controlling versions published via Intranet).
- Maintain the firms Information Asset Register.
- Drafting correspondence, reports, spreadsheets, emails and other documentation.
- Diary management - arranging meetings, interviews, checking Outlook calendars.
- Assisting with the preparation of the monthly IT report to the Partners
- Coordinate with vendors for procurement and service contracts.
- Assist with onboarding/offboarding processes related to IT.

Data and Finance:

- Maintaining and administering the IT purchase ordering and invoice management processes, ensuring that all items ordered have an order number and are correctly logged and can be matched to delivery notes and subsequent invoices
- Process all IT-related invoices, ensuring that they are appropriate, approved and passed on to Accounts Payable for settlement, and dealing with any related queries
- Maintain the IT Asset Inventory database. Produce reports as required

- Manage and chase suppliers, act as first point of contact for service providers
- Maintain contact records for all suppliers within the firms CRM system
- Update the IT Budget spreadsheet as invoices are authorised/received, and assist with the annual budgeting cycle by collating vendor / supplier proposals etc.
- Develop and maintain the IT support contracts and software licensing database, ensuring that the CIO and the IT Management team is aware of renewal dates well in advance. Ensure compliance between licenses 'owned' versus 'in use'
- Assist with maintaining key vendor relationships and tendering for new suppliers when necessary
- Manage and control the firm's mobile phone connections and bills

Communications:

- Review IT articles on the IT pages of the intranet and ensure review by authors to keep content relevant and current.
- Dealing with internal clients and external suppliers with professionalism and consideration
- Filter general information, queries and phone calls to the CIO by redirecting or taking forward such contact as appropriate
- Answering and initiating communications on the telephone and in person, responding to queries, taking and passing on accurate messages

Service Desk:

- Provide non technical support to the service desk team with allocating equipment or re-directing walk ups to the relevant service.
- Undertaking other ad hoc duties and projects as delegated by the Service Desk Manager or IT Service Manager

Job skills:

- Excellent audio (digital) and copy typing (accurate 75 wpm) and IT skills, including good knowledge of Microsoft Office Suite (Word, PowerPoint, Excel and Access)
- Experience of producing management reports from service desk systems
- Knowledge of ITIL to Foundation level is desirable
- Strong organisational and administrative skills, attention to detail and ability to work flexibly under pressure

General skills:

- Well organised, uses initiative, prioritises appropriately, applies self, shows attention to detail, manages own workload and meets deadlines
- Demonstrates excellent communication and interpersonal skills (respectful, positive, articulate, professional and sympathetic)

- Delivers helpful internal services with a “can do” approach, shows commercial awareness and represents the department/firm appropriately
- Shares information and ideas
- Accepts and follows instructions, listens, makes notes, questions appropriately, co-operates
- Shows sound judgement and decision-making skills; acts within boundaries
- Shows commitment, passion and enthusiasm
- Is a respectful, reliable and supportive team player
- Reflects the firm’s culture.