

Thinking Ahead?

ADMINISTRATOR

Produced by
Manchester Adult Education Service
Information and Guidance Team
Updated: November 2018

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>.

You are advised to check material facts as although every effort has been made to ensure that information given is up to date, we are aware that information is subject to change. The website links are used to provide further information and are not intended to signify that MAES endorses such websites and their content.