



## Job Description

**Title:** Team Secretary  
**Division:** Marine, Energy & Aviation  
**Location:** London, UK

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### **Role Purpose (Summary)**

To provide comprehensive secretarial and administrative support in line with the team's requirements.

### **Main responsibilities:**

- Maintain administration duties which includes:
  - Type correspondence, reports, spreadsheets, presentations etc, creatively formatting and presenting information when necessary.
  - Assist in the preparation of Underwriting and Visit reports and ensure they are promptly distributed.
  - Where required, maintain and write minutes and distribute agendas, minutes and presentations for meetings.
  - Maintaining departmental filing systems to ensure that information is accurate and up-to-date, consistent and is easily accessible to the team.
  - Organise and maintain stationery stocks to meet the Division's needs.
- Where required and as directed, maintain the electronic diaries and the address books for the Directors of the Division to ensure best use of time in line with working priorities.
- Alongside other team members, assist with the monitoring and organisation of all Division's expenses including personal/credit card and foreign currency, ensuring all are compliant with group methodology. Ensure the following is adhered to:
  - Prepare and submit the team's expenses for payment, ensuring accurate input of data onto the expense claims form.
  - Monitor the return of expenses and reports by the team to ensure they are made in a timely fashion.
  - Credit Card statements are submitted to Accounts Payable by the 3<sup>rd</sup> working day of the month following the issue of the Barclaycard statement.
  - Personal expenses are submitted to Accounts Payable within 3 days of all receipts being provided.
  - Cost controls relating to foreign currency – On receipt of foreign currency, amounts must be logged and signed by you and verified by the employee and kept in the Division's safe.
- Maintain requests for 'broker days' on a weekly basis on behalf of the Division and the relevant approvals sought and input data accurately on relevant internal systems in order to maintain correct and up-to-date information.
- Support, as directed, with the organisation of travel itineraries for the Division, ensuring travel, accommodation and currency arrangements are made in line with requirements.



- Ensure copy typing is to a high standard to deliver a quality service to the Division.
- Distribution of all internal and external mail items in a timely and efficient manner throughout the day:
  - Mail to be sorted and distributed within 30 minutes and no later than 1 hour following a delivery from the post room.
  - Collect deliveries from the post room within 30 minutes and no later than 1 hour from notification.
- Scanning of all paperwork in a timely manner, including expenses.
- Ensure sufficient telephone cover and liaise with external and internal contacts on the phone and face to face to ensure their needs are met, calls and messages are forwarded to the appropriate team member and information provided.
- Resolve customer queries, referring the query where necessary, to ensure their prompt and timely resolution.
- Develop effective working relationships with internal customers and across the Marine & Energy Division.
- Assist other team members as required in order to ensure team objectives are achieved successfully and to maintain strong team dynamism, working closely with your colleagues and your manager so that work is done collectively and effectively.

### **Key Performance Areas:**

- High quality and accuracy of work produced e.g. expenses and diary/address input and reports.
- Delivery to deadline e.g. timely submission of expenses.
- Accuracy of information.
- Ensure internal databases are kept up-to-date e.g. Yourself.
- Efficiency of filing systems.
- For all internal and external contact, there must be satisfaction with courtesy and professionalism, prompt response to queries and referral of issues where appropriate. Displays a positive and flexible attitude.
- Team work (ability to collaborate and work flexibly with others).
- Adaptability (to changing priorities and timescales)
- Self motivated.
- Compliance with QBE policy and procedures (expenses, sickness, holiday).