

ROLE PROFILE

Job Title	Administrative Assistant
Business Unit	ODC BU – WG&S China
Function/Region	Administration
Location	China
Leader	Office Manager
People Leadership	N/A
Job Level	5
Role Purpose	
Responsible for providing reception services and administrative support to the Shanghai office.	
Accountabilities	
<ul style="list-style-type: none">• Manage the reception area, including monitoring visitor access, overseeing meeting room bookings, handling mail delivery services, responding to incoming calls, taking messages where required, and forwarding them on to relevant colleagues.• Responsible for tracking maintenance requirements and raising requests in the Shanghai office, raising relevant Purchase Orders, processing payment and ensure building security clearance is in place for suppliers.• Partner closely with the office building management to cascade relevant office building communication to employees and manage building tenant portal.• Manage, train, and monitor the performance of office cleaners.• Responsible for maintaining a safe office environment by conducting periodic checks on first aid kits/fire extinguishers inventory and ensuring that the office environment is complying with Health and Safety measures.• Working closely with the Office Manager, proactively track staff entry records, office inventory (stationary, kitchen, bar), assist with ordering of employee business cards, managing office/building access cards and parking system, including the raising of relevant Purchase Orders and payment requests.• Working closely with the Office Manager and local teams, provide support and coordinate administrative and logistical details for office events, meetings, conferences, and employee engagement activities.• Provide travel administrative support such as coordinate hotel booking, transportation arrangement. Etc.	

Values



BE PROUD

We are proud of our brands, our heritage, and our commitment to superior quality in our products



BE RESPONSIBLE

We expect every individual and their teams to be accountable and to perform to their full potential



BE SUSTAINABLE

We wish to make a positive contribution to our communities and to our environment



BE PROFESSIONAL

We value integrity, transparency, professionalism and constructive debate within a team working culture



BE ENTREPRENEURIAL

We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



THINK LONG TERM

We are proud of our brands, our heritage, and our commitment to superior quality in our products

Core Competencies:

Deciding & Initiating Action

- Takes initiative and acts with confidence
- Initiates and generates activity

Leading & Supervising

- Provides others with a clear direction
- Sets appropriate standards of behaviour
- Delegates work appropriately and fairly

Persuading & Influencing

- Makes a strong personal impression on others
- Gains clear agreement and commitment from others by persuading, convincing and negotiating
- Promotes ideas on behalf of self or others
- Makes effective use of political processes to influence and persuade others

Delivering Results & Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Works in a systematic, methodical, and orderly way
- Consistently achieves project goals.

Applying Expertise & Technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness, and dexterity
- Demonstrates an understanding of different organisational departments and functions

Coping with Pressures & Setbacks

- Works productively in a pressurised environment
- Keeps emotions under control during difficult situations
- Balances the demands of a work life and a personal life.
- Maintains a positive outlook at work.
- Handles criticism well and learns from it.

Skills and Qualifications:Essential:

- 2-3 years of in-depth, hands-on/administrative support and/or office management experience
- Demonstrated pro-active learning ability
- Attention to detail and a strong sense of responsibility.
- Strong communication skill in Mandarin and English, able to communicate effectively with a wide range of stakeholders in a professional manner
- Intermediate proficiency in Microsoft Office as part of office management & administrative use

Desirable:

- The ability to demonstrate tact and extreme discretion in the access to/ handling of very confidential and sensitive information.
- Team oriented
- Displays a sense of calm in high pressure situations

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Date:	25 May 2023
HRBP:	Valentine Zou
Date of last revision:	26 May 2023