

# Administration And Office Work

## **Overview**

Organisations across all industries operate services, processes, and strategies, using software and systems to deliver their products or services effectively and produce data and reports. Enquiries may be received from client groups face to face, by phone, email, chat box or social media, requiring the ability to offer friendly and professional service and manage multiple tasks and deadlines.

## **Roles**

Roles often require teamwork and customer service experience, strong verbal and written communication skills, good MS Office knowledge and the ability to prioritise tasks and meet deadlines. Access to confidential customer, financial or company information requires secure log on procedures to be correctly followed and information to be shared appropriately.

Opportunities may be available on a casual, part-time, temporary and internship basis, as well as full time, so can fit around other commitments.

Some roles may be available such as placements and graduate roles and may lead to professional certifications and industry relevant qualifications, such as project management, leadership or marketing.

Each job title links through to a broad job description, salary and conditions, entry requirements, typical recruiters, and links to further useful information.

* [Arts Administrator](https://www.prospects.ac.uk/job-profiles/arts-administrator)
* [Advice Worker](https://targetjobs.co.uk/careers-advice/job-descriptions/276993-advice-worker-job-description)
* [Personal Assistant](https://www.prospects.ac.uk/job-profiles/personal-assistant)
* [Education Administrator](https://www.prospects.ac.uk/job-profiles/education-administrator)
* [Sports Administrator](https://www.prospects.ac.uk/job-profiles/sports-administrator)
* [Civil Service Administrator](https://www.prospects.ac.uk/job-profiles/civil-service-administrator)
* [Company Secretary](https://www.prospects.ac.uk/job-profiles/company-secretary)
* [Office Manager](https://www.prospects.ac.uk/job-profiles/office-manager)
* [Database Administrator](https://www.prospects.ac.uk/job-profiles/database-administrator)
* [Social Media Manager](https://www.prospects.ac.uk/job-profiles/social-media-manager)
* [Retail Merchandiser](https://targetjobs.co.uk/careers-advice/job-descriptions/278875-retail-merchandiser-job-description)
* [Marketing Assistant](https://targetjobs.co.uk/careers-advice/job-descriptions/275979-marketing-assistant-job-description)
* [Network Administrator](https://targetjobs.co.uk/careers-advice/job-descriptions/276219-network-administrator-job-description)
* [Project Manager](https://www.allaboutcareers.com/careers/job-profile/project-manager)
* [Project Support Officer](https://www.allaboutcareers.com/careers/job-profile/project-support-officer)
* [Records Manager](https://targetjobs.co.uk/careers-advice/job-descriptions/278259-records-manager-job-description)
* [Legal Executive](https://www.allaboutcareers.com/careers/job-profile/legal-executive)
* [Team Leader](https://www.allaboutcareers.com/careers/job-profile/team-leader)
* [Call Centre Manager](https://www.allaboutcareers.com/careers/job-profile/call-centre-manager)
* [Customer Service Manager](https://www.allaboutcareers.com/careers/job-profile/customer-service-manager)
* [Sales Executive](https://www.allaboutcareers.com/careers/job-profile/sales-executive)

You can view additional job roles by using the [Prospects](https://www.prospects.ac.uk/jobs-and-work-experience/job-sectors/public-services-and-administration/administration-jobs) and [Indeed.com](https://uk.indeed.com/career-advice/finding-a-job/types-of-administration-jobs) websites.

## **Building Experience**

As these are customer focused industries, any experience you can gain in a customer service, sales or office environment will be valuable, [Campus Jobs](https://www.reading.ac.uk/essentials/Campus-Jobs) may be helpful to find local opportunities. Volunteering or a position of responsibility, where you can develop your teamwork and communication skills will also be valuable, [doit.life](https://doit.life/) advertises a wide range of opportunities locally and nationally. Visit [Reading Students' Union](https://readingsu.co.uk/student-opportunities/volunteering-and-fundraising) for volunteering, club, and society opportunities.

Approaching local small and medium sized firms directly to enquire about work experience and shadowing opportunities is a good way to make contacts and build experience.

## **Finding Opportunities**

Check [My Jobs Online](https://reading.targetconnect.net/student/login.html?remote=true) for vacancies and visit campus career fairs and employer presentations to find out more about which employers are advertising vacancies and coming onto campus.

Becoming a student member of one of the professional bodies, such as the [Institute of Administrative Management](https://instam.org/iam-student) can offer member benefits, talks, events and volunteering and campus ambassador opportunities, with the chance to meet industry professionals.

You can find administration and office jobs on most careers websites.

[My Jobs Online](https://reading.targetconnect.net/student/login.html?remote=true) | [Reading Internship Scheme](https://www.reading.ac.uk/essentials/Careers/Gaining-experience/RIS) | [Prospects](https://www.prospects.ac.uk/).ac.uk | [TargetJobs](https://targetjobs.co.uk/).co.uk | [jobs.theguardian.com](https://jobs.theguardian.com/) | [RateMyPlacement](https://www.ratemyplacement.co.uk/).co.uk | [E4s](https://www.e4s.co.uk/).co.uk | [Indeed](https://www.indeed.co.uk/).co.uk | [LinkedIn](https://students.linkedin.com/uk) | [Nationalcareers.service.gov.uk](https://nationalcareers.service.gov.uk/job-categories/administration)

### Further Study/Research

[University of Reading](https://www.reading.ac.uk/ready-to-study/study/postgraduate-study.aspx) | [Find a Masters](https://www.findamasters.com/) | [Find a PhD](https://www.findaphd.com/)

### Graduate Jobs

[prospects](https://www.prospects.ac.uk/).ac.uk | [targetjobs](https://targetjobs.co.uk/).co.uk | [milkround](https://www.milkround.com/).com | [ratemyplacement](https://www.ratemyplacement.co.uk/).co.uk | [gradcracker](https://www.gradcracker.com/search/civil-building/environment-and-sustainability-jobs).com

## **Exploring Further**

[Institute of Administrative Management (IAM)](https://www.instam.org/) (instam.org)

[Association of Project Management (APM.org.uk)](https://www.apm.org.uk/)

[Chartered Management Institute (CMI)](https://www.managers.org.uk/) (managers.org.uk)

[Institute of Leadership and Management (ILM)](https://www.i-l-m.com/) (i-l-m.com)

The skills and knowledge you’ve developed in your degree will be valuable in a wide range of roles and sectors. If you’re thinking of looking further afield but aren’t sure where to start, why not visit the [Explore](https://www.reading.ac.uk/essentials/Careers/Career-options/Understanding-your-options) pages of our website or [book an appointment](https://www.reading.ac.uk/essentials/Careers/Advice-and-development/MyJobsOnline) with one of our Careers Consultants? Remember, graduates can use the Careers Centre for up to two years after they graduate.

Explore our [Careers Blog](https://blogs.reading.ac.uk/careers/) for more industry guidance and useful careers advice!