

# 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 are correctly followed and information is shared appropriately.

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

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

Here are some examples of job roles, which can be find out [prospects.ac.uk](http://prospects.ac.uk), [targetjobs.co.uk](http://targetjobs.co.uk) and [al-aboutcareers.com](http://al-aboutcareers.com):

[Arts Administrator](#)  
[Advice Worker](#)  
[Personal Assistant](#)  
[Education Administrator](#)  
[Sports Administrator](#)  
[Civil Service Administrator](#)  
[Company Secretary](#)  
[Office Manager](#)  
[Database Administrator](#)  
[Social Media Manager](#)  
[Retail Merchandiser](#)  
[Marketing Assistant](#)  
[Network Administrator](#)  
[Project Manager](#)  
[Project Support Officer](#)  
[Records Manager](#)  
[Legal Executive](#)  
[Team Leader](#)  
[Call Centre Manager](#)  
[Customer Service Manager](#)  
[Sales Executive](#)

## Finding Opportunities

[My Jobs Online \(visit reading.ac.uk/careers\)](https://reading.ac.uk/careers)  
[Reading Internship Scheme \(visit reading.ac.uk/careers\)](https://reading.ac.uk/careers)  
[Prospects.ac.uk](https://prospects.ac.uk)  
[TargetJobs.co.uk](https://targetjobs.co.uk)  
[jobs.theguardian.com](https://jobs.theguardian.com)  
[RateMyPlacement.co.uk](https://ratemyplacement.co.uk)  
[E4s.co.uk](https://e4s.co.uk)  
[Indeed.co.uk](https://indeed.co.uk)  
[LinkedIn](https://www.linkedin.com)

## Building Experience

Check [My Jobs Online](https://reading.ac.uk/careers) for vacancies, including [Reading Internship Scheme](https://reading.ac.uk/careers) opportunities and visit campus career fairs and employer presentations to find out more which employers are advertising vacancies and coming onto campus

As these are customer focused industries, any experience you can gain in a customer service, sales or office environments will be valuable, [Campus Jobs](https://campusjobs.co.uk) may be helpful for find local opportunities. Volunteering or a position of responsibility, where you can develop your team work and communication skills will also be valuable, [do-it.org](https://do-it.org) advertises a wide range of opportunities locally and nationally. Visit [RUSU](https://rusu.org) 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.

## Exploring Further

[Institute of Administrative Management \(IAM\) \(instam.org\)](https://www.instituteforiam.org)  
[Association of Project Management \(APM.org.uk\)](https://www.apm.org.uk)  
[Chartered Management Institute \(CMI\) \(managers.org.uk\)](https://www.cmi.org.uk)  
[Institute of Leadership and Management \(LMI\) \(i-l-m.com\)](https://www.lmi.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 pages of our website or book an appointment with one of our Careers Consultants?

