



# JOB ROLE: OFFICE ADMINISTRATOR

Part Time

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## Key Deliverables

NB is looking for a part-time office administrator to help with the day to day running of our busy digital marketing agency in the centre of Lerwick.

This is a great opportunity to become part of a busy team involved in a variety of exciting and ambitious marketing projects in sectors such as tourism, food and drink, retail and energy. Your role will be to support the smooth running of the business and assist with current projects.

The ideal candidate will have previous office administration experience and an enthusiastic, can-do attitude. Duties will include handling client queries, updating and maintaining project management systems, maintaining workflows, data gathering, and other general office duties.

The post is part-time, 15-25 hours per week, and office-based (with the option to work from home when necessary).

**Salary:** DOE (anticipated £20k per annum pro rata).

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## Key Responsibilities

- Manage our internal project management systems
  - Monitor our support ticket system, responding to support requests and/or assigning to members of the team.
  - Answering the phone and dealing with client queries
  - Monitor our generic info@ mailbox and pass on emails where required
  - Gather and organise paperwork for our accounts team
  - Gather and review metrics for various client and internal reporting needs
  - Assist with diary management for the leadership team
  - Assist with file storage organisation and management
  - Contribute to service and internal process improvements
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## Candidate Profile

Essential

- Relevant experience in office administration
- Experience of office application software, such as word processing, spreadsheets and databases
- Excellent time management and organisational skills
- Strong written and verbal communication skills
- Ability to work well in a time-pressured, fast-paced environment
- A strong attention to detail



**NB Communication**  
DIGITAL MARKETING AGENCY

- Ability to follow processes accurately and consistently

Desirable

- Experience working in a marketing environment
- Knowledge of Microsoft365 and project management systems