

# ADEPT

CIVIL AND STRUCTURAL CONSULTING ENGINEERS



## RECRUITMENT BRIEF

### ADMINISTRATIVE ASSISTANT

### LEEDS



This is an exciting opportunity to join a dynamic, strongly established civil and structural engineering consultancy with an excellent reputation for the delivery of complex and specialist projects.

Adept was founded in January 2007 by business partners Erol Erturan, Richard Parker and Matthew Ramsden. Neil Brown joined in 2019, followed by Paul Gill and Gareth Shepherd in 2021 as Directors of the company.

We have a 'hands-on' Director led approach to carefully manage progress on every job and collaboratively develop solutions with the team which **maximises value**.

We are customer focused and know how to **listen** well and collaborate with clients, stakeholders and third parties, which is why **80% of our work is generated from repeat business**.

Highly responsive, we employ the best staff who work collaboratively to Engineer Better Together using the latest technology to deliver innovative best value civil and structural solutions on time.

Our expert teams focus on delivering high quality customer services and high value returns from our offices in Leeds, Sheffield, Manchester and London.

#### Our Sectors:

- Commercial
- Distribution
- Education
- Energy
- Extra Care
- Food Processing
- Healthcare
- Hotel & Leisure
- Listed buildings
- Residential
- Retail
- Warehousing



# The Opportunity

Adept is a dynamic company that puts a genuine emphasis on the service it gives to clients. We are looking for a highly motivated individual to join our team as **Administrative Assistant** responsible for meeting and greeting customers to our Leeds office.

You will have the shared responsibility for the smooth running of the office and related administration support tasks. A professional appearance and attitude is crucial to this role, as is the ability to multi-task.

## KEY RESPONSIBILITIES

- Taking and directing calls, possibly through a switchboard
  - Completing administrative tasks like filing and delivering and accepting mail
  - Cleaning, organising, and maintaining the reception area
  - Keeping basic office supplies like pens stocked and accessible to visitors
  - Ordering supplies for the rest of the office
  - Signing in visitors and supplying them visitor's badges
  - Arranging for catering for meetings and daily office use
  - Greeting visitors to the facility warmly and offering them help immediately
  - Providing customer support
  - Scheduling appointments and meeting times
  - Maintaining front door security and reporting any suspicious activity
  - Putting through sales and/or assisting clients making orders
  - Representing the business with a positive attitude and professional appearance
- We are an Investors in People business and genuinely believe in the benefits of providing a pleasant working environment where staff are respected and informed, and given the right opportunities for career development.



# The Role

This is a challenging role, and the right candidate will be able to multi-task, as other duties will consist of typing documents, laminating, photocopying, scanning documents and any other ad hoc administration duties as required.

Our ideal candidate has a professional 'can-do' attitude and is highly organised. You will be a strong team player, with a positive, proactive approach to work, with excellent customer service skills as well as previous experience in a similar role.

## EXPERIENCE, KNOWLEDGE AND SKILLS

- Strong communication skills both verbal and written.
- Professional approach and 'can-do' attitude.
- Strong customer service ethic.
- Highly PC literate and a good knowledge of MS Office, particularly Word and Excel.
- Able to work on own initiative but willing to seek advice and support when appropriate.
- Must be able to effectively deal with 'cold callers' both on the telephone and to the reception.
- Maths and English GCSE or equivalent desirable.

## KEY ATTRIBUTES

- Highly motivated individual who works well as part of a team.
- Proactive approach to dealing with customers and enquiries.
- Be a positive influence within the team, helping to maintain a mutually supportive and team orientated environment.
- Friendliness.
- Knowledge of the Business.
- Attentiveness.
- Communication.
- Product knowledge.
- Helpfulness.

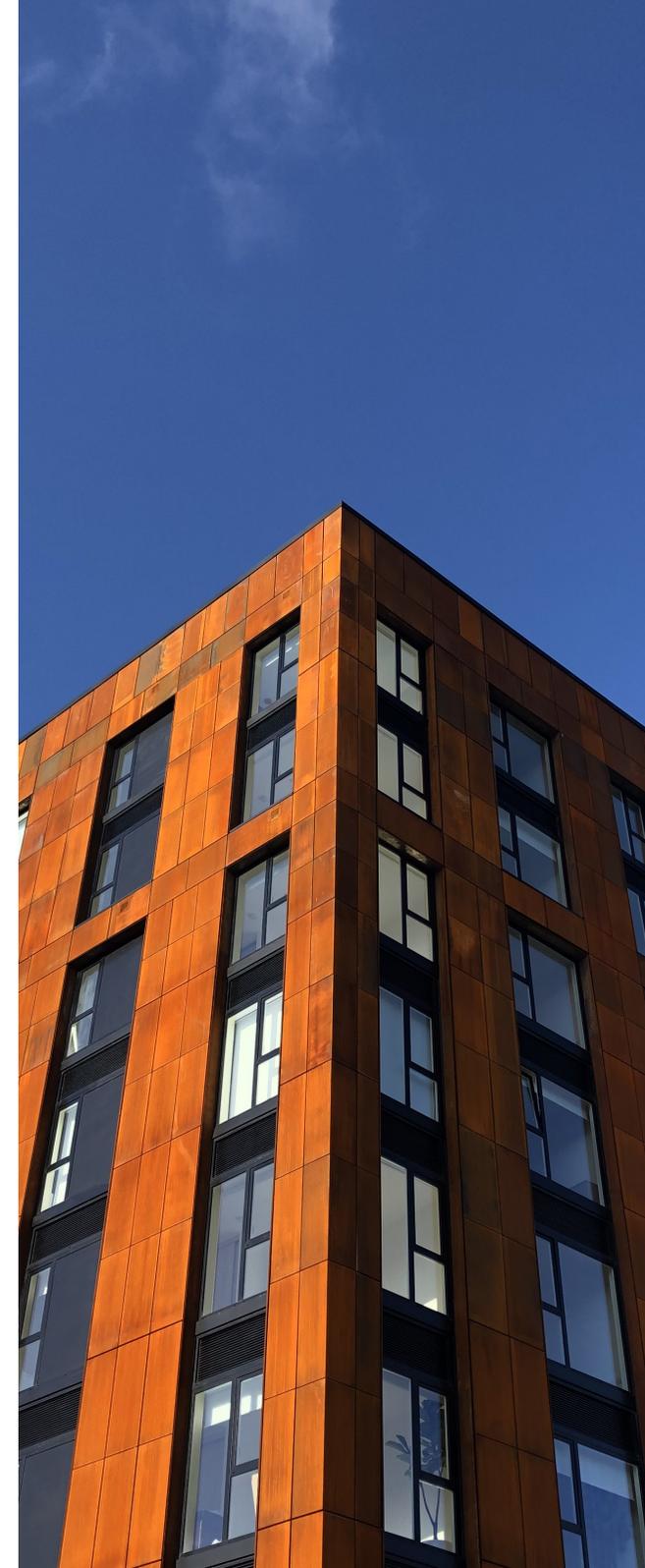
## WORKING RELATIONSHIPS

### Internal

- Office Manager
- Administration Team Members
- Directors
- Project Staff

### External

- Customers
- Suppliers
- Visitors to the Reception





# Why consider this opportunity?

**Salary:** Depending on experience

**Previous Experience:** 2 years + in a similar role

**Hours of Work:** 22.5 hours a week

Our Leeds office is a high quality office space in a restored mill situated on the historical Farsley Town Street.

This is an exciting opportunity to join a forward thinking company. We are offering a competitive salary which is dependent on experience. We are also offering a range of benefits inclusive of:

- a contributory pension
- healthcare scheme
- free on site parking
- paid professional membership fees
- 22 days annual leave (in addition to bank holidays)
- tailored training opportunities
- opportunities to attend a range of employee social events
- a discretionary profit and performance related annual bonus up to one month's salary
- £100 birthday bonus

The successful candidate will be working with a highly motivated and committed team who successfully deliver an interesting and broad range of civil and structural engineering projects, within sectors such as healthcare, education and residential.

Our office is a friendly and supportive working environment. Our 93% retention rate and annual appraisal staff feedback demonstrates Adept's employee satisfaction.

We genuinely believe in the benefits of providing a pleasant working environment where staff are respected, informed and given opportunities to better themselves.

We have a Social Committee who organise and run regular social events every year. Recent events have included the Tough Mudder Challenge, an American pool tournament, a bowling tournament, a Krypton Factor Challenge, a team building weekend away, a virtual golf tournament, a casino night out and monthly sponsored pub outings.

Our dedication to valuing and nurturing our employees has been recognised by Investors In People.

Adept is an Equal Opportunities Employer

# Investors In People



Adept Consulting Engineers have achieved an Investors in People accreditation. Here are just some of the comments from the IIP Assessor:

“Adept Consulting Engineers has some great foundations in place with regard to best practice and this is commendable for a company of its size. In particular **the** culture of collaboration and professionalism, especially when some of the employees are young, is excellent.”

“The company motto ‘Engineering Better Solutions Together’ describes a truly **collaborative way of working** whether that is internally between colleagues or externally with stakeholders such as clients or contractors or even the wider community through the CSR work undertaken by the organisation.”

“The directors are held in high regard by employees who have confidence in the business being taken in the right direction. There is clarity of vision, purpose and objectives and **people** trust that the leadership team will take the business forward.”

“Innovation as a thought process is regarded as being ‘part of the DNA’ of the business and a catalyst for change. **The business is** quick to adopt new technology where ever financially viable and regards this approach as a necessary part of its growth strategy.”



# Culture & Social Value

We know that a happy workforce leads to increased morale, productivity and efficiency.

## CULTURE AND TEAM

Our culture is based on being entirely staff and customer focused. We invest in tailor made training programmes (apprenticeship schemes, degrees, software and technical training and sales and management training) for our staff, to help them develop and progress in their career. Our staff have a wealth of experience, talent, skills and industry knowledge.

Our staff have taken part in a number of charitable events over the years, to raise money for different charities including Action Medical Research and Barnados:

- Yorkshire 3 Peaks
- York Cycling 100km Route
- Windermere 20 Challenge

A number of staff also provide 'volunteering days' to Lineham Farm Children's Centre in Leeds (who aim to enhance the lives of local children by organising respite breaks and holidays) to help out with improvements to the facilities. All Adept staff are provided with two days paid volunteering leave per annum.

Adept promotes social responsibility, growing our own talent, and promoting engineering and construction to young people.

## APPRENTICESHIP SCHEME

Adept runs a successful Apprenticeship programme, employing students from Leeds College of Building and Barnsley College. Every year new apprentices are recruited and developed, enabling them to learn and thrive.

We are proud of our ability to support the engineers of tomorrow and have employed at least one apprentice every year since 2008.

Nine members of our team have come through this route, and we continue to support Higher Apprenticeships to degree level. Our very first apprentice is now a senior engineer, having graduated from a university degree funded by Adept, and is now running his own complex scheme. A number of other Adept apprentices are currently studying at university.



## Our Business Values

Adept is a technology led organisation built around collaborative values.

**We work to Engineer Better Together using BIM.**



Innovation

We design using the latest technology to deliver better results for our customers.  
Committed to **BIM** and **Industry Standards**.

Excellence

Leaders in quality service and professional development,  
**Customer focussed, personal** and highly **responsive**.  
We know how to listen well and deliver value at every stage.

Collaboration

We seek full collaboration at all levels, working in partnership to **exceed** customer expectations through open and honest communication.

Caring

Understanding our clients **requirements** and **targets** is important to us. We provide high levels of customer care to meet their needs.

Sustainable

Responsible sourcing of materials and labour.  
We look after the **environment** and consider the carbon footprint of our activities.



**ENGINEERING  
ETHICS**  
BETTER TOGETHER



Build your future and become a part of our success

**INTERESTED?**

To apply please email your CV and covering letter to [jobs@adeptcsce.com](mailto:jobs@adeptcsce.com)

**Adept is an Equal Opportunities Employer**

