

# Industry sector at a glance Administration

## About

Administrative workers provide support to a company, and all industries will have a requirement for some elements of admin. Two of the most popular roles are:

### Admin Assistant

Primary responsibilities could include dealing with queries on the phone, by email and on social media, as well as updating computer records, printing and photocopying items, arranging meetings and taking notes.

### Data Entry

Working in this area may involve entering personal details of customers into a database, transferring paper-based market research results, or updating patients' medical records.

## Roles available

There are many different business areas that you can consider pursuing having gained knowledge and experience in an administrative role:

Accounting	E-commerce	Finance
Business management	Healthcare management	Public administration
Marketing	And more...	

Administration roles are varied and determined by the type of business needing administrative support.



## What it takes to work in administration

Here are some of the qualities required:

Excellent timekeeping	Good verbal communication skills	Reliable, adaptable and flexible
Strong IT skills	Attention to detail	Active listening skills
Patience and the ability to work to multiple business demands		

## Did you know?

In the past year, jobs in administration have **increased** by 1%. There is likely to be an increase in home working roles available within the sector.

The *General Data Protection Regulation (GDPR)* 2018 governs businesses on how *personal information* is used and how this information should be *protected*. An administrator needs to be very familiar with this regulation due to the nature of their duties

There are over 1 million people working in administration roles in the public sector alone within the UK, and many more in the private sector

The number of people working in public sector administration has *increased* every quarter since *December 2016*

The Health and Safety (Display Screen Equipment) Regulations 1992 and Provision and Use of Work Equipment Regulations 1998 place requirements on both the equipment being used, and how it is being used in the workplace. This is particularly important to those in the Administration sector who will often have a lot of screen time in their roles.

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