| 1. **Job Details** | | | |
| --- | --- | --- | --- |
| Job Title: | Business Administrator | | |
| Team/Department: | Business Administration | | |
| Reports to: | Compliance & Admin Manager | Location: |  |
| Appointment period: | Permanent | Hours | 37.5 |
| Work Pattern: | Monday – Friday, 9am – 5pm |  |  |

| **Job Purpose** |
| --- |
| To provide a customer focussed high-quality administrative service as part of the Business Admin Shared Services ensuring delivery is responsive to internal and external needs.  Due to the potential for travel between the offices, a car driver is essential. |

| **Main Duties & Responsibilities** |
| --- |
| 1. Carry out specialist administration duties in line with Business Admin Shared Service function requirements in the pursuit of delivering exceptional levels of service to the business. 2. Support the Compliance & Admin Manager and other colleagues ensuing performance indicators and timeframes are met. 3. Assist with monitoring Business Admin e-mail inboxes and provide responses that are professional. 4. Support with the collation of service performance data and related indicators including the extraction of performance reports 5. Responsible for dealing with a wide range of telephone enquiries and correspondence – work on own initiative to take action as appropriate or where required refer issues to relevant colleagues or signpost as appropriate. 6. Deal efficiently and effectively with enquiries from Service Users, partner organisations and external agencies received by telephone, email and face to face. 7. Maintain accurate records including invoices, standing orders, and payments for goods and services. 8. Manage the input of information held on the ReMaS Database and other monitoring systems to ensure that it is accurate and complies with internal and external policies and procedures. 9. Assist with managing office/room/ bookings. 10. Create a friendly, welcoming and supportive environment for all users of the service. Meet and greet all visitors to the office with a friendly and professional approach. 11. Set up and tidy rooms for meetings; ensuring required equipment and facilities are accounted for and working. 12. Provide regional cover for Senior Administrator and Compliance & Admin Manager during absences. Attend other Bedspace offices to support with administration. 13. To manage the petty cash process within the office, including cash handling, keeping accurate records of money being taken, and accurately balancing the petty cash against receipts. 14. To maintain high standards of health & safety within the office, including managing the signing in/out sheet and partaking in first aid and fire safety duties if appointed. |

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

|  | Requirements | Essential / Desirable | How Assessed |
| --- | --- | --- | --- |
| **Qualifications** | Good level of general education (including English and Maths or high levels of Literacy and Numeracy) | E | A |
|  | NVQ 3 Administration or similar | D | A |
|  | Full UK driving licence | E | A |
| **Knowledge** | Experience of working in an administration role. | E | A/I |
|  | Experience of working in a similar industry. | D | A/I |
|  | Ability to work under pressure and deal with unforeseen issues in ever changing circumstances. | E | A/I |
|  | Experience of working with a range of different teams, with different needs and expectations | E | A/I |
|  | Experience of working for/to more than one person at a time | D | A/I |
| **Skills** | Excellent, communication skills and methodical approach. | E | A/I |
|  | Advanced customer service skills | E | A/I |
|  | Ability to deal with competing demands | E | A/I |
|  | Ability to work to tight deadlines | E | A/I |
|  | ICT skills including knowledge of Microsoft Office. | E | A/I |
|  | High attention to detail and accuracy | E | A/I |

**Essential/Desirable:**

E = Essential: Requirements without which the job could not be done. D = Desirable: Requirements that would enable the candidate to perform the job well.

**How Assessed:**

A = Application I = Interview OM = Other Means (e.g. presentation, test, etc.)