

Job Description

Title: Business Support Administrator

Reports to: Head of Business Support

Based at: Head office – Lowestoft based

Due to continued expansion, Access Community Trust have a fantastic opportunity for a dynamic and motivated Business Support Administrator to join our team! This is a varied administrative role in a fast-growing organisation, leading to excellent development and progression opportunities.

You will perform a range of comprehensive and proactive administrative tasks and provide support to the Head of Business Support and the wider Business Support team. This is a busy position where accuracy, discretion and confidentiality must always be observed.

Our Business Support Team is central to supporting the whole organisation in a number of areas including; Governance, Maintenance and Premises, Health and Safety, IT, Safeguarding, Volunteering and Training and we are now searching for a new member of the team who will complement our team and contribute to the smooth running of our service.

Key objectives of the role:

1. To be the first point of contact for external and internal stakeholders accessing our Business Support service.
2. To be responsible for the team's diary and email management, word processing and document formatting.
3. To be responsible for booking, arranging and taking minutes for various meetings, including supporting Governance.
4. To perform data entry including updating records and databases.
5. To support colleagues with the Business Support team with a range of administration processes.

Our Values:

RESPECT

- We show consideration for one another
- We recognise each other's differences
- We understand the customer's needs and expectations and go out of our way to meet these

EXCELLENCE

- We will always push the boundaries of achievement, for ourselves and our customers and clients
- We strive to deliver the highest quality and value possible through simple relevant solutions
- We will implement challenging strategic targets whilst continually striving to exceed them

AMBITION

- Our service is driven by passion and enthusiasm with the ambition to reach all vulnerable and socially excluded people without exception
- We will deliver services that raise aspiration
- We respect our wide ranging communities and are motivated to diversify the service we provide

CREATIVITY

- We build a positive environment where we all have the courage to speak, question, and challenge each other to continuous inspire improvement.
- We will encourage and strive to innovate in all aspects of our work-celebrating our successes and learning from our mistakes.
- We will embrace and utilise our clients' strengths and build their confidence to co-produce and gain growth together.

HONESTY

- We will operate our service with honesty, delivering to the highest ethical standards and monitoring with accuracy
- We promote robust, consistent and evidence based approaches in the delivery of all our services
- We will provide our services in a transparent and accountable way

Main responsibilities:

- Answering office telephone and signposting to relevant internal services
- Managing 'Admin' email address including website enquiries and responding as required
- Booking meetings and managing responses
- Taking meeting minutes and distributing to attendees
- Performing data entry including updating records and databases
- Attending to queries should they arise with a good sense of problem solving
- General admin support for the Business Support team

Skills & Experience

- Have strong attention to detail and high level of accuracy
- Excellent organisational and communication skills
- Have the skills to plan and prioritise effectively, able to deliver work to set targets and be self-motivated, effectively structuring daily activities to ensure an effective outcome
- Proven experience that demonstrate a pro-active approach to problem solving, using own initiative
- Good numeracy and literacy skills
- Proven experience or qualification to evidence a wide range of IT skills, including use of Microsoft Office packages and databases
- Be able to demonstrate an ability to work independently and as part of a team
- Display enthusiasm and a positive approach to work
- Previous customer service experience is desirable

General Responsibilities:

- Other Duties - To undertake any other specific duties and responsibilities as may be assigned by the immediate Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that the workload is completed and to undertake any other jobs commensurate with the seniority of the post.

- Discretion to Act - To exercise discretion in the performance of the duties of the post and to use best practice commensurate with the safety of clients and colleagues, and the effective and efficient use of resources.
- Relationships - To establish, maintain and enhance team-working with colleagues and staff of Access Community Trust and to keep confidential all information about individuals and the business of Access Community Trust. Any breach of confidentiality is extremely serious and may lead to dismissal.
- Personal Development - To play an active role in the development and implementation of your individual development plan.
- Association Ethos - To support the objectives and ethos of Access Community Trust.
- Health and Safety - To adhere to the Trust's Health and Safety policies at all times.