

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Business Support Officer</b>	<b>Salary: £24,983 - £25,966</b> <b>Full Time: 35h/week</b>
<b>SECTION:</b>	<b>Head Office</b>	<b>DEPARTMENT: Management &amp; Administration</b>
<b>REPORTS TO:</b>	<b>CEO</b>	<b>BUDGET: £0</b>
<b>RESPONSIBLE FOR: No direct reports</b>		
<b>MAIN PURPOSE OF JOB</b>		
<p>To contribute to the effectiveness of BCWA's operations through the co-ordination and management of key business support tasks.</p> <p>To provide administrative support to the senior management team.</p> <p>To carry out various comprehensive office tasks including word processing duties.</p>		
<b>PRINCIPAL ACCOUNTABILITIES</b>		
<p>To provide full administrative support and management information to managers, ensuring that the service is provided in line with organisational standard.</p> <p>To co-ordinate events including AGM, staff meetings, board meetings and other organisational meetings and events.</p> <p>To assist in setting up and maintaining personnel files and assist with recruitment process including reference and DBS checks on applicants, and any HR tasks as required.</p> <p>To assist with the administration of donations and fundraising activities.</p> <p>To assist the Finance Officer as and when needed. To assist accountants with audit process as needed.</p> <p>To assist the management team in monitoring expenditure, preparing reports and spreadsheets.</p> <p>To be responsible for maintaining, collecting and collating a range of statistical information both manually and in electronic format, e.g. annual leave, sickness records and payroll.</p> <p>To administer meetings for the staff team and management committee including minute taking and preparation and circulation of relevant papers and documents.</p> <p>Responsible for booking of appointments, meetings and diary entries on behalf of management team.</p> <p>To be responsible for regularly and systematically maintaining and updating systems, procedures and records both manual and in electronic format to enhance and support operations.</p> <p>To liaise with key external stakeholders, suppliers, partners, funders etc on behalf of the organisation.</p> <p>To support the management and admin team with Marketing and Communications, including newsletters, social media and other ad-hoc tasks.</p> <p>To maintain a filing system (manual and in electronic format) as advised by management.</p>		

To provide first contact customer information to external queries and deal with customers in a professional manner over the phone or via e-mail.

To assist with client referral to services as needed.

To organise training for staff and volunteers in accordance with agreed training needs and plans. To book training and maintain up to date training records and to source and maintain a supplier list for a range of training needs.

To observe current rules and regulations according to Health & Safety guidelines and standards.

To uphold BCWA's principles in relation to equality and diversity.

Receive, screen and deal with enquiries, opportunities and complaints to the CEO, drafting replies to routine correspondence when appropriate, ensuring all agreed standards for responsiveness are met delivering the best possible level of customer satisfaction at all times.

Act as a key focal point for internal departments and keep abreast of all forthcoming projects, events and activities across the organisation.

Respond to enquiries and supply information to other staff, Managers, CEO, departments and external agencies as appropriate.

Establish, develop and maintain effective working relationships with all work colleagues to ensure an integrated contribution to the delivery of performance standards and Organisational objectives.

Observe, deliver, continually promote and act in accordance with the Organisation's Equal Opportunities and Code of Conduct policies and procedures.

Positively comply with organisation's policies, procedures and systems ensuring compliance with the needs of legal, regulatory and statutory bodies as well as with best practice principles.

Undertake other tasks as reasonably required in order to meet the varying demands of the Association.

**This job description is an accurate reflection of the responsibilities of the post at the time of writing but may be subject to change from time to time to meet the changing requirements of the Organisation.**

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	<b>Business Support Officer</b>
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<b>REQUIREMENTS</b>	
<b>SECTION</b>	<b>CRITERIA</b>
<b>Education &amp; qualifications</b>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• A level education or equivalent through relevant training/experience.</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Professional qualification desirable but not essential.</li> </ul>
<b>Experience, knowledge, understanding</b>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Experience of administrative planning and co-ordination.</li> <li>• PA/Management Support Experience</li> <li>• Experience of business support functions, including two or more of Finance, HR, Procurement, Facilities Management</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• An awareness of domestic abuse and/or issues affecting those experiencing abuse.</li> <li>• Demonstrable experience and/or understanding of voluntary sector.</li> <li>• Interest in Bromley &amp; Croydon Women’s Aid mission of ending gender-based violence and domestic abuse.</li> </ul>
<b><i>Competencies: Skills, abilities, behaviours and work-related personal qualities</i></b>	
<b>Technical skills</b>	<ul style="list-style-type: none"> <li>• Experience of using a wide range of software packages.</li> <li>• Experience with a range of CRM databases (including service users and donors).</li> </ul>
<b>Commercial and financial awareness</b>	<ul style="list-style-type: none"> <li>• Able to understand financial information.</li> <li>• Knowledge and understanding of business processes.</li> </ul>
<b>Customer service and quality focus</b>	<ul style="list-style-type: none"> <li>• Demonstrates commitment to Customer Service in all activities.</li> <li>• Ensures quality and productivity goals and standards are met.</li> <li>• Understands and is committed to best practice.</li> </ul>
<b>Achievement orientation</b>	<ul style="list-style-type: none"> <li>• Sets stretching performance targets for self.</li> <li>• Shows determination to reach targets and objectives.</li> <li>• Acts decisively.</li> </ul>

<b>REQUIREMENTS</b>	
<b>SECTION</b>	<b>CRITERIA</b>
<b>Thinking skills</b>	<ul style="list-style-type: none"> <li>• Numerate and data rational.</li> <li>• Uses problem solving and decision-making skills.</li> <li>• Adopts an independent thinking style.</li> <li>• Critically evaluates options and solutions.</li> </ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>• Prioritises and plans effectively</li> <li>• Balances long and short term objectives</li> <li>• Manages the integration of diverse activities</li> <li>• Organises resources to achieve goals</li> </ul>
<b>Managing, leading and motivating others</b>	<ul style="list-style-type: none"> <li>• Models and promotes the organisation's values</li> <li>• Generates team and community spirit</li> <li>• Facilitates meetings effectively</li> <li>• Actively consults and listens to others</li> <li>• Adopts an assertive and fair style</li> <li>• Confidently deals with conflict</li> <li>• Responsive and supportive to the team and colleagues</li> </ul>
<b>Persuasion and influencing</b>	<ul style="list-style-type: none"> <li>• Represents the organisation positively and professionally with customers/service users and other stakeholders</li> <li>• Builds rapport with others</li> <li>• Networks and builds effective working relationships with others</li> <li>• Persuades and achieves co-operation of others</li> <li>• Negotiates confidently and effectively</li> <li>• Adopts an assertive and confident approach</li> <li>• Understands organisational issues and politics</li> </ul>
<b>Communicating</b>	<ul style="list-style-type: none"> <li>• Uses listening, questioning and clarifying skills</li> <li>• Able to write logically, concisely and persuasively</li> <li>• Communicates regularly and openly at all levels</li> <li>• Remains diplomatic and maintains confidentiality</li> </ul>

<b>REQUIREMENTS</b>	
<b>SECTION</b>	<b>CRITERIA</b>
<b>Adaptability and resilience</b>	<ul style="list-style-type: none"> <li>• Adapts positively to change</li> <li>• Handles pressures of meeting targets and deadlines</li> <li>• Shows resilience in handling conflict and difficult situations</li> <li>• Adopts flexible approach to the requirements of the job</li> <li>• Manages uncertainty</li> </ul>
<b>Personal motivation and commitment</b>	<ul style="list-style-type: none"> <li>• Demonstrates drive and determination</li> <li>• Self-motivated</li> <li>• Seeks ways to continuously improve and learn</li> </ul>
<b>Significant Relationships</b>	<ul style="list-style-type: none"> <li>• CEW, Managers, All staff, Trustees and Volunteers</li> <li>• Consultants, Project Stakeholders, service users/residents, Community Groups, Council (Housing, Education, Economic Development, Social Services), Health Authorities, Government Agencies, Contractors, Business specialists and advisors, Solicitors, etc.</li> </ul>
<b>Working Environment</b>	<ul style="list-style-type: none"> <li>• Standard office hours with occasional evening meetings.</li> <li>• Willingness to be flexible.</li> </ul>