



Business Support Assistant

Job Title:	Business Support Assistant
Reference No:	
Reports to:	Business Support Manager
Grade:	
Working Hours:	30 hours per week – Mon – Thurs One year Fixed Term
Faculty/Service:	Estates and Facilities
Location:	City Campus
Main Purpose of Role:	To provide efficient, effective and comprehensive administrative support to Capital Projects Team and the wider Estates and Facilities Senior Management team as required. A key part of the role will be the co-ordination of external and internal meetings and diary management. The post holder will act as a key point of contact for the wider University community, partner organisations and external bodies requiring contact with Estates and Facilities.

Key Responsibilities and Accountabilities:

- Responsible for providing professional and comprehensive administrative support to the Capital Projects Team and the wider Estates and Facilities service managers as required; primarily by organising meetings, diary management, arranging travel and collating / disseminating information.
- To liaise effectively with administrators across the University and within external partner organisations to arrange meetings.
- To provide administrative support at meetings, in the form of pre-meeting co-ordination (booking meeting rooms, arranging refreshments / hospitality, circulation of agendas, assembling and circulating papers), taking accurate minutes with actions and disseminating information as required.
- To support the Estate and Facilities service managers in the booking of conferences and training courses, and any associated travel and accommodation arrangements.
- To provide cover where required in the absence of business support colleagues, including reception duties, when other members of the team are unavailable.
- To use a range of IT applications including Microsoft Office and continually develop knowledge and skills relating to new IT applications where required.
- To develop and maintain mutually respectful and effective working relationships with services managers and the wider Estates and Facilities team to support the delivery of business objectives.
- To act as an ambassador for Estates and Facilities at all times, ensuring that all aspects of the role demonstrate a commitment to developing and delivering customer focused services, based on an understanding of our customer's needs and expectations.
- To undertake other duties required by the Business Support Manager commensurate with the nature and grade of the role.

**Special
Circumstances:**

All Estates and Facilities staff are expected to work flexibly within departmental guidelines/policy, in response to business requirements.



Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- A good standard of basic education including English and Maths to GCSE Grade C or equivalent
- Extensive expertise in use of IT systems and software

Knowledge and Experience:

- Experience of working in an office based environment and high level diary management and task planning
- Excellent inter-personal skills and the ability to deal with difficult situations firmly but tactfully
- Experience of providing comprehensive and confidential administrative support to Senior Managers
- Demonstrable experience of minute taking
- Extensive experience of working with a range of electronic business systems and software packages including Microsoft Office
- Experience of developing and implementing processes
- Ability to use own initiative and multi-task
- Experience of reception work and dealing with a variety of customers
- Discretion in dealing with confidential matters
- An excellent telephone manner
- The ability to work to strict deadlines and prioritise a demanding workload whilst working under pressure
- Ability to work on own initiative to plan ahead and solve problems
- The ability to deliver documents to a high standard of presentation
- Excellent communication skills – both written and oral

Desirable

Qualifications and Professional Memberships:

- Educated to A level standard
- Experience of delivering high level support
- Experience of working in a large department with competing demands
- Knowledge of security related systems and processes
- Experience of Higher Education

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

Communication

Oral Communication

- Delivery methods are chosen and tailored to aid understanding and meet the needs of others.
- Takes action to correct any misunderstanding or mistakes
- Checks on recipients understanding and takes action to remedy any miscommunications.
- Adapts style in response to feedback

Written Communication

- Written material is well structured, clear and concise.
- Consideration is given to others needs when choosing how to present the material.

Decision Making

Independent Decisions

- Considers wider impact of decisions, assesses possible outcomes and their likelihood
- Uses judgement to make decisions with limited or ambiguous data and takes account of multiple factors
- Distinguishes between the need to make a decision, when to defer and when not to take a decision

Collaborative Decisions

- Helps others to explore options that might initially appear to be inappropriate or unfeasible and recognise when a decision is or is not needed
- Ensures that options are weighed, outcomes identified and chances of success considered
- Challenges decisions, appropriately to ensure consideration and processes are robust

Provision of Advice

- Anticipates and highlights issues that need to be taken into account
- Outlines possible impacting factors, assessing their degree of influence on the choice of options
- Ensures previous learning is included

Planning and Organizing Resources

- Suggests ways of improving working practice and use of resources
- Creates realistic plans to achieve own deadlines and objectives
- Monitors progress of self and or others so that corrective action can be taken if needed

Service Delivery

- Has accurate and up to date knowledge of services available in own and related areas of work
- Correctly refers customers elsewhere
- Ensures that the experience of each customer is positive and satisfactory

Team Work and Motivation

- Helps to clarify priorities and ensure they are understood by all
- Supports colleagues in need of extra help

Date Completed:

July 2022