

Business Support Administrator Job Description

Relationships

1. Responsible to:	Finance Director
2. Responsible for:	N/a
3. Important Internal Relationships:	CEO Business Support Administrators Service Managers and Team Leads
4. Important External Relationships:	Suppliers Propsective volunteers, staff and service users

MAIN PURPOSE OF JOB

Working as part of a dynamic team within an innovative charity, the role of Business Support Administrator is crucial to the smooth running of the organisation. Whilst you will primarily support the finance, HR and general business needs of the organisation, you will get involved in a variety of different projects.

Prepared by: Emma Whitehead Agreed by: Guy Stevenson

Signature Date: 23/1/24

Signature Date: 24/1/24

1. Main Responsibilities of the Job

- 1.1. To provide support to the Finance Director and Chief Executive to ensure the smooth running of Corporate services (Finance, HR, IT, Marketing etc)
- 1.2. To ensure that administrative processes are smooth, effective and completed on a timely basis

2. Communication

- 2.1. To warmly welcome visitors to the organisation
- 2.2. To monitor and manage the info@balance and accounts@balance email addresses, forwarding on messages and highlighting issues as appropriate

- 2.3. To provide telephone cover to the main Balance (Support) phone line, passing on messages as appropriate
- 2.4. To work with others to ensure that documentation is electronically filed and archived appropriately to ensure a paperless office

3. Finance

- 3.1. To prepare and send sales invoices in liaison with Service Managers, chasing for payment as appropriate in discussion with the Finance Director
- 3.2. To record donations received along with relevant gift aid information
- 3.3. To upload remittances from funders in to the accounting system (Xero) as required
- 3.4. To review remittances and raise queries with service managers where errors or omissions are identified
- 3.5. To process purchase invoices, expenses and other costs, ensuring appropriate approvals have been given, and prepare fortnightly payment runs in discussion with the Finance Director
- 3.6. To reconcile the Charge card and Equals card balances monthly, ensuring that receipts are provided to back up expenditure
- 3.7. To assist the Finance Director in preparing the monthly payroll
- 3.8. To bank cash/cheques received

4. HR and staff onboarding

- 4.1. To organise training, venues and catering as requested by Service Managers for staff across the organisation
- 4.2. To ensure that stationery and supplies for events/training are available as required
- 4.3. To maintain employee records through the HR database
- 4.4. To support managers to maintain training records for staff via our HR database and/or appropriate internal systems
- 4.5. To ensure that DBS checks are carried out for relevant staff
- 4.6. To prepare staff ID passes as needed
- 4.7. To take minutes of meetings where required

5. Health and Safety

- 5.1. To report any faults or issues with office equipment or office services to the property management company or other service provider
- 5.2. To support the Health and Safety Committee to ensure that systems and processes

6. Additional responsibilities

- 6.1. Other ad-hoc or project based work as directed by the CEO or Finance Director

- 6.2. To demonstrate continued commitment to own personal development and learning
- 6.3. Work in accordance with Balance Policies and procedures including Health & Safety, relevant policies and legislation
- 6.4. GDPR - Maintain confidentiality and ensure that access and sharing of and use of the information complies with relevant policies and procedures, including the Data Protection Act (GDPR)
- 6.5. Any other duties commensurate with the grade of the post, as may be required from time to time

PERSON SPECIFICATION

Job Title: Business Support Administrator

	Essential	Desirable
Qualifications and Experience:	Working in an office environment	
Ability to:	<p>Work within a team, retain a sense of humour and a positive attitude to face into day-to-day problems</p> <p>Handle sensitive or confidential information with discretion</p> <p>Be well organised with a keen eye for detail and accuracy</p> <p>Prioritise your workload to meet the needs of those around you</p>	Work with a range of social and digital media to generate narrative and promotion of the charity's work
Knowledge of:	Microsoft 365 tools	Previous experience of Canva, Xero, Breathe or Brightsafe would be an advantage but not required

Additional requirement		
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