



Job Title:	Business Administrator
Responsible to:	Chief Executive
Responsible for:	Volunteers as appointed
Salary:	£27,527 - £30,831 per annum + 6% pension
Hours:	36 Hours per week
Holiday:	25 days plus bank holidays
Based at:	Laurels Healthy Living Centre, Haringey (potential for some hybrid working)
Contract:	Permanent

About The Bridge Renewal Trust

The Bridge Renewal Trust is a dynamic charity that is dedicated to making a significant positive impact in the lives of Haringey residents. Our mission is to deliver practical ways that people can live healthier and fulfilling lives – thus playing our part in working towards reducing health inequalities and building healthier, safer and stronger communities. Established in 2009, we have grown from a team of 3 to over 55 staff members, supporting over 20,000 people annually with a turnover of approximately £3m.

Purpose of Job

This is an exciting time to be joining the Bridge. We are seeking an experienced Business Administrator to oversee the day-to-day administrative functions, including human resources and office management. You will provide high-level administrative and operational support to the Chief Executive and senior management team with the goal of streamlining administrative processes, improving consistency across the organisation, and enhancing organisational efficiency and effectiveness. This role is pivotal in improving the quality of services provided to our diverse communities in Haringey, at a time when our support is needed more than ever.

This is a new role, and the post holder is expected to work innovatively and flexibly to shape the impact of the role in furtherance of the charity's objects.

You will be responsible for:

1. Overseeing the smooth running of the office, including ordering and maintaining office supplies, ensuring welcoming and safe space and facilities.
2. Liaising with senior management team and providing relevant administrative support including to recruitment, onboarding, employee relations, performance management, and training and development processes.

3. Providing operational support including identifying opportunities to streamline administrative processes and improve efficiency across the organisation.

Principal Tasks

Office management

1. To oversee the smooth running of the office, including ordering and maintaining office supplies, ensuring welcoming and safe space and facilities.
2. To provide efficient and professional telephone and email support, handling enquiries and directing them to the appropriate personnel.
3. To administer incoming post and organisational emails and calendars including scheduling appointments as appropriate.
4. To provide administrative support to the Chief Executive and senior management team, including scheduling meetings, preparing relevant meeting agendas, taking minutes, and ensuring follow-up on action items. Meetings include Board of Trustees and senior management team meetings.
5. To develop, implement, and maintain office policies and procedures to improve operational efficiency.
6. To liaise with external suppliers and service providers.

Human Resources (HR) administrative support

7. To support the Chief Executive by liaising with senior management team and providing relevant administrative support including to recruitment, onboarding, employee relations, performance management, and training and development processes.
8. To assist with ensuring compliance with employment laws and regulations.
9. To maintain and update employee records and HR databases.
10. To support the development and implementation of HR policies and procedures.

Operational support

11. To monitor and evaluate the effectiveness of administrative processes and recommend changes as needed including identifying opportunities to streamline administrative processes and improve efficiency across the organisation.
12. To maintain and update organisational databases and spreadsheets.
13. To assist with the preparation of reports and presentations for senior management.
14. To facilitate internal communication to keep staff informed and engaged.

Leadership and management of people

17. To provide effective line management and support for relevant staff, contractors and volunteers to ensure performance targets are met.
18. To be effective in managing volunteers you are responsible for supervising.

Community involvement

19. To ensure effective community engagement into all the charity's activities and events.

Partnership working

20. To take opportunities to develop partnership working.

Team working

21. To promote a positive team environment and work well as part of the Bridge senior management team to co-ordinate activities and resources to meet the Bridge's charitable purpose.

Customer care

22. To be responsible for promoting high levels of customer care within the charity.

Equality

23. To understand, promote and implement the Bridge's equality policy, recognising social and cultural diversity in the delivery of services, management of facilities, contract management and staff/volunteer recruitment and management.

General

24. To comply with the statutory provisions of all Health and Safety, associated legislations and all Trust policies and procedures including commitment to ethical and environmentally sustainable practices.

25. To be able to work flexible hours to meet service needs including working some evenings and weekends.

26. To undertake appropriate training as and when required.

27. To recognise that the principal place of work is as at The Laurels Healthy Living Centre – however, the Bridge operate flexible working practices, and it is expected that the post holder will utilise hybrid working arrangements as appropriate including working from our offices, at home or from a satellite office.

28. To recognise that the above-mentioned responsibilities are neither exclusive nor exhaustive and the post holder may be required to carry out other duties commensurate with the grade of the post.

Person Specification – Business Administrator

Qualifications

	Criteria	E	D	Assessment Method
a.	Nationally recognised qualification in business administration, management or similar.		X	AF
b.	Evidence of continuous professional development.	X		AF

Experience

	Criteria	E	D	Assessment
c.	Proven experience as a Business Administrator or similar role, with a strong track record of executive administrative experience.	X		AF/I

Skills, Knowledge and Abilities

	Criteria	E	D	Assessment
d.	Excellent organisational and time management skills with the ability to prioritise workload and meet deadlines.	X		AF/I
e.	Strong communication and interpersonal skills, with the ability to build rapport with staff and volunteers at all levels.	X		AF/I
f.	Knowledge of employment practices including recruitment, induction/onboarding, and employee relations.		X	I
g.	Strong problem-solving skills and attention to detail.	X		I
h.	Ability to work independently and as part of a team.	X		I
i.	Proficient and proactive in the use of Information Communications Technology including CRM, MS Office, MS Outlook and social media (X or Twitter, Instagram and Facebook).	X		AF/I
j.	Good knowledge and understanding of key legal/policy areas including GDPR, risk assessment, safeguarding, health and safety and equal opportunities.	X		I
k.	Readiness to work flexibly, recognising the need to work occasional evenings and weekends.	X		I

Other requirements

	Criteria	E	D	Assessment
l.	Willingness to undergo enhanced CRB/DBS Disclosure.	X		I

Note: E = Essential, D = Desirable, AF = Application Form/CV/Supporting Statement and I = Interviews