

BUSINESS SUPPORT ADMINISTRATOR



Role Profile

Title	Business Support Administrator	
Grade	GRADE D	
Reference:	N992	
Reports to:	Economic, Partnerships and Regeneration Manager	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Semi Professional	
Primary purpose of role	<p>With appropriate support this role will contribute to the management and delivery of Economic Development Projects (eg C-CARE £1m project).</p> <p>The role will be critical in assisting the delivery of large scale, high value (multi-million pound) projects, providing support by, for example, implementing systems and processes, facilitating communications and supporting of reporting about the delivery and impact to funders and partners.</p>	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Provide an efficient and effective business support service to project management team and staff including record keeping and arranging travel and accommodation for partner and stakeholder meetings as appropriate and collating information for reports and presentations. (35%) ▪ The delivery of all internal and external meetings for the team and external partners, funders and other stakeholders (10%) ▪ With support, ensure processes/systems to monitor and track project information and activity work efficiently and effectively (15%) ▪ Carry out financial transaction processes for the team, as appropriate (10%) ▪ Dealing with public enquiries, either via email, telephone or in person (5%) 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Provision of regular information for management reports, to support the project team ▪ Meetings run smoothly and attendees are fully supported. All necessary preparations are made. Timely and appropriate responses to cancellations, change of invitees, agenda, objectives, supporting paperwork etc. Minutes are accurately recorded, disseminated and filed ▪ Ensure all reports and returns are accurately submitted in accordance with the requirements of internal managers and funding organisations ▪ All parties are informed and kept up to date, to ensure they are informed and engaged ▪ Accurate, up to date and confidential records kept of team staff and beneficiaries; ensure confidentiality of existing and new

	<ul style="list-style-type: none"> Support events in and out of normal working hours. Events will be virtual and in person (25%) 	<ul style="list-style-type: none"> records, following Data Protection/GDPR regulations Spend via appropriate systems and allocated to correct budgets. Ensure timely and accurate processing of credit card transactions, in line with Plymouth City Council financial regulations Feedback from managers Customer satisfaction surveys External stakeholders surveys Staff appraisals Staff satisfaction
Key activities	<ul style="list-style-type: none"> Business support for the project team to include travel arrangements, procurement, presentation material, technical and IT support. Creating, formatting, collection, dissemination and digital filing of documentation. Administration of Outlook calendars. Resolve unexpected problems in an efficient and timely manner (25%) Organise internal and external meetings for the management team to include room bookings, catering requirements, procurement, agendas, minute taking and presentation material. (20%) Collate progress reports and other associated evidence to report to our funding organisations (15%) Arrange and support meetings with stakeholders. Attend meetings as required to take minutes, notes and/or action points. Ensure minutes are completed and circulated, as appropriate (10%) General administration, to include processing enquiries (via telephone, in writing). Ensure all enquiries are dealt in a timely manner and to conclusion and satisfaction of the enquirer (5%) Carry out other duties appropriate to the grade of the post (25%) 	
Essential qualifications/ knowledge	<ul style="list-style-type: none"> Proven knowledge of Microsoft Office applications, including Word, Excel and Outlook GCSE (grade 9-4) in English and Maths (or equivalent) essential to demonstrate a standard of literacy/numeracy commensurate with the role 	
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> Awareness of economic development and business support activities Knowledge of social media use in a business setting. 	
Essential experience	<ul style="list-style-type: none"> Experience of administration and processes requiring high attention to detail Experience of formatting documents Experience of matrix working Reasonable experience of working directly with businesses and members of the public 	

	<ul style="list-style-type: none"> Reasonable experience of working in a team Experience of providing minutes for meetings.
Desirable experience	<ul style="list-style-type: none"> Experience of working in and providing support to a team Experience with working with confidential documents.
Essential skills	<ul style="list-style-type: none"> Care and attention when taking minutes Ability to maintain confidentiality Adaptability and willingness to work with others, but also ability to work independently Excellent computer literacy, including confidence in using Microsoft Office, video meetings, shared filing systems and online form-filling Team player, able to work flexibly and positively with others A can-do attitude, with the ability to find solutions to problems Ability to effectively prioritise and manage workload to ensure delivery of tasks on time and to a high standard Having a proactive approach to improving the way things are done Ability to show initiative to identify problems and provide solutions Ability to promote positively the project's vision, values, aims and objectives.
Corporate standards <ul style="list-style-type: none"> In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	