

Job Description

Job title	Business Support Assistant
Department	Estates
Grade	FA3

Job purpose (a brief summary of the role)	<p>To provide efficient and accurate administrative support to a designated section within the Estates Office, ensuring smooth day-to-day operations and excellent customer service.</p> <p>Business Support provides comprehensive administrative and operational support across the Estates Division. The team plays a central role in enabling the effective delivery of core services by managing a full range of business support activities. Working collaboratively across all Estates departments, Business Services ensures the division operates efficiently, consistently, and to a high professional standard, underpinning the successful delivery of Estates strategies, initiatives and its people.</p>
Duties and responsibilities	<div> <p>General Administration</p> <ul style="list-style-type: none"> Provide day-to-day administrative support for the relevant section, including arranging meetings, agenda setting and minuting meetings as required. Monitoring these actions and chasing for updates. Filing records in accordance with the departmental processes, booking rooms for meetings and events. Responsible for monitoring a resource mailbox and prioritising requests and subsequent actions, acting as the first line of response to all queries. Produce, maintain and update documents, ensuring papers are in the correct format for the meeting. Responsible for ordering, stock taking and distributing any uniform required within the department. Researching and booking any travel and accommodation required to best meet individual requests whilst being cost effective. Assist and support in maintaining data/reporting. </div> <div> <p>HR Related Administration</p> <p>Assist the team in ensuring that HR related matters are completed within the section, including but not limited to the following:</p> <ul style="list-style-type: none"> Assisting in the completion of all necessary paperwork to ensure the University procedures are met in a timely manner for the recruitment and appointment of new staff. Assist in organising and facilitating interviews, including preparation of interview packs for the panel. Monitoring probationary periods and supporting managers in booking meetings in accordingly. Verifying and copying documents to provide eligibility for right to work checks, ensuring compliance with legislation. Assist in organising and facilitating inductions for new starters within the department. Assist in maintaining accurate training records for individual members of staff, ensuring compliance in training and filing all certificates. </div> <div> <p>IT Administrative Support</p> <ul style="list-style-type: none"> Generate purchase requisitions and complete the goods receipting process. </div>

	<ul style="list-style-type: none">▪ Confidently use a suite of Microsoft Office applications to produce documents, manage communications, and support administrative processes▪ Handle sensitive and confidential information in accordance with GDPR & Information security.▪ Use internal Estates systems to update information and records; generate reports as requested.▪ Assist the Administration Co-ordinator in reviewing content for departmental webpages. <p>Other</p> <ul style="list-style-type: none">▪ To undertake any other duties that can reasonably be required of the role.▪ Provide flexible administrative support to other Estates sections as required, ensuring continuity of service during periods of high demand or staff absence.▪ Provide cover for reception desks.▪ The duties and responsibilities outlined are not intended to be an exhaustive list but provide guidance on the main aspects of the job. The postholder will be required to be flexible in their duties.
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Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Educated to GCSE level standard or equivalent to include Maths and English at grade 4/C or above.	A & B
E2	Customer Service NVQ Level II desirable or a business qualification at a similar level or commensurate experience at this level.	A
E3	Experience of providing administrative support within a business environment	A & C
E4	Strong administration and organisation skills	A & C
E5	Excellent IT skills including Excel spreadsheets (manipulating data & use of basic formula), Microsoft Word processing, databases, and presentation software	A & C
E6	Experience of maintaining electronic records on a management information system e.g. SharePoint	A & C
E7	Excellent customer service and customer focused skills	A & C
E8	Ability to manage and prioritise own workload on a day-to-day basis, with referral upwards as necessary	A & C
E9	Ability to manage multiple tasks at one time, working to several different deadlines	A & C
E10	Ability to work on own initiative as well as in a flexible team environment	A & C
E11	Ability to work with a high degree of accuracy, and with attention to detail	A & C
E12	Ability to maintain confidentiality and work with discretion	A & C
E13	Excellent written and verbal communication skills through a range of relevant media (e.g., face to face, Microsoft Teams video, email, or telephone).	A & C

Desirable Criterion No.	Desirable Criterion Description	Measured by
D1	AI qualification or working towards or demonstrable experience	A & C