



## JOB DESCRIPTION

JOB TITLE: **Business Support Officer**

LOCATION: **Guildford, Surrey**

RESPONSIBLE TO: **HR & Senior Admin Officer**

### OUR MISSION:

*“Nurturing and enabling independence for young people with a disability.” To support each other and work as part of the team, respecting every individual’s gifts, skills and qualities, and the unique talents they bring to **halow**.*

### ROLE PURPOSE:

Supporting and working with HR & Senior Admin Officer and the Finance Manager to proactively deliver first class support in all aspects of office management and shared central admin functions in this lively Head Office to support our staff to deliver our range of services.

### MAIN ROLE RESPONSIBILITIES AND TASKS:

#### To be an ambassador for halow including:

- Demonstrating commitment to the Organisation’s mission statement
- Leading by example and demonstrating through both actions and words a positive approach to colleagues, our young people and stakeholders alike

#### To support in the development and achievement of the Organisation’s strategic objectives by:

- Understanding and contributing to the Organisation’s and management strategies of **halow project** and ensuring that activities and plans within own areas of responsibility align with and support such strategies
- Maintaining awareness of progress made against strategic plan/s and be involved in Organisational development of these by updates and feedback to the Senior Admin Officer and Finance Manager on a regular basis, seeking support where required

#### To provide an unrivalled level of service and support to your colleagues, halow’s young people and stakeholders of halow by:

- Undertake all reception and telephone duties professionally.

- HR administration – assisting with maintenance of personnel files to ensure they are up to date and compliant, maintaining training records, chasing references, producing staff ID badges, undertaking ID and Right to Work checks, assisting with organisation welfare initiatives.
- Recruitment support - job posting and social media around recruitment as instructed by HR & Senior Admin Officer and Director and renewal thereof, maintaining and managing incoming click throughs and applications, data capture of the recruitment process, assessing and longlisting applications, organising and undertaking telephone interviews, making recommendations for and arrangements for interviews. Proactively advertising, organising and managing **halow** job fairs both internally and externally.
- Be responsible for office services including premises management, liaising with the landlord, booking appointments and training sessions, maintaining the organisational calendar, ordering and effectively managing supplies replenishment, adhering to health and safety requirements, equipment maintenance, document control. Ensuring the office runs smoothly and professionally.
- Undertaking specific Health & Safety responsibilities including premises risk assessments, COSSH data sheets, managing, testing fire alarm and ensuring all healthy and safety related equipment is compliant and stocked, booking PAT testing for the office, undertaking Work Desk Assessments
- Data entry which includes database, HR and Finance information.
- Provide IT support – help to install software updates, liaise with our IT department, maintain logs and track support calls), be responsible for IT equipment allocations and resourcing, ordering new equipment, secure disposal of old equipment, setting up licences and maintaining the list of halow IT user accounts.
- Account/Bookings support – provide assistance to the Finance Manager when required including responsibility for petty cash and card payment processing, maintaining the activities booking spreadsheet.
- General administration including – archive management, ensuring GDPR compliance, mail management, franking machine maintenance and assisting with general organisational administration.
- Participating in regular supervisory sessions, appraisals and team meetings
- Attending, completing and keeping refreshed any training as identified and required
- Contributing to the continuous improvement of service standards to maintain our excellent reputation.

**To fulfil any other responsibilities of the post including:**

- Demonstrating commitment to **halow**'s mission statement and aims
- Adhering to the Organisation's internal policies and procedures
- Ensuring awareness of your legislative obligations and adhere to these at all times
- Working with the Data Protection Officer to ensure all data processed in the pursuit of the role adheres to the General Data Protection Regulations.
- Attending functions or networking meetings to promote the services of **halow project** as necessary
- Attending internal or external meetings as required
- Any other duties which may be reasonably required of the post

*This is a description of the job as it is presently constituted. It is the practice of **halow** to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. It is the Organisation's aim to reach agreement on changes, but if agreement is not possible, the Organisation reserves the right to insist on changes to your job description, after consultation with you.*

## PERSON SPECIFICATION

|                                       | <i>Essential</i>   | <i>Desirable</i>  |
|---------------------------------------|--|---|
| <i>Experience</i>                     | <ul style="list-style-type: none"> <li>• Experience of administration and working in an office environment</li> <li>• Experience of working to deadlines</li> <li>• Excellent problem solving and creative thinking skills</li> <li>• Experience of managing regular email communications</li> <li>• Experience of diary / calendar management</li> </ul>  | <ul style="list-style-type: none"> <li>• Experience of working in an equivalent/ similar position, within a charitable and/or care environment</li> <li>• Experience of monitoring, evaluation and producing reports</li> <li>• Experience of working with people with a learning disability</li> </ul>   |
| <i>Qualifications and Knowledge</i>   | <ul style="list-style-type: none"> <li>• Willingness to undertake induction and mandatory training as required</li> <li>• An understanding of equal opportunities, respect, individuality and promoting independence</li> <li>• An understanding of Health &amp; Safety</li> <li>• Proficient in the Microsoft Office suite including Word, Excel, Outlook and PowerPoint plus database inputting and use</li> <li>• GCSE (or equivalent) in Maths, English and IT functional skills</li> </ul>  | <ul style="list-style-type: none"> <li>• NVQ in business admin or other relevant qualification that demonstrates a good understanding of an office environment.</li> <li>• Demonstrates an understanding of learning disabilities</li> <li>• First Aid at Work, Fire Safety/Marshal and Health &amp; Safety training</li> <li>• Touch typing / word processing qualification</li> <li>• Social media and website posting</li> </ul> |
| <i>Skills and Personal Attributes</i> | <ul style="list-style-type: none"> <li>• Excellent verbal communication and written skills with experience of communicating with people of all abilities</li> <li>• Trustworthy, Honest, reliable and punctual</li> <li>• Respectful, encouraging and positive in all aspects of the role.</li> <li>• Excellent organisational skills</li> <li>• Excellent problem-solving skills and evidence of the ability to copy under pressure, deliver to deadlines and multi-task</li> <li>• Ability to treat colleagues, young people and supporters of <b>halow</b> with empathy and understanding when necessary.</li> <li>• Strong partnership working skills and the ability to develop and maintain effective working relationships.</li> <li>• Physically fit to perform the duties and responsibilities of the post</li> </ul> | <ul style="list-style-type: none"> <li>• An understanding of equal opportunities, respect, individuality and promoting independence</li> <li>• A commitment to promoting people's rights</li> </ul>   |

|                     |   |  |
|---------------------|---|--|
|                     | <ul style="list-style-type: none"> <li>• Exhibit role model behaviour at all times</li> <li>• Methodical and keen to learn</li> <li>• Friendly, professional, approachable and sensitive to others' needs</li> <li>• A team player who is just as capable when alone working</li> <li>• Demonstrates a commitment to the Organisation and is an advocate of the great work that we do</li> <li>• An understanding of equal opportunities, respect, individuality and promoting independence</li> <li>• A commitment to promoting people's rights</li> </ul> |  |
| <b><i>Other</i></b> | <ul style="list-style-type: none"> <li>• A willingness to undergo a DBS check in order to work for the Organisation</li> </ul>  |  |