



Job Title: Business Support Administrator

Salary: in the region of £26,000 per annum subject to negotiation with potential for bonuses and performance related pay.

Reporting to: Chief Executive Officer

Working Pattern: 36 hours per week, permanent, to be worked between 8.00am to 5.00pm

Job purpose:

To assist in the day to day running of Elmbridge Building Control Service (EBCS) and its business administration requirements.

To support EBCS clients and customers as necessary.

To work closely with the CEO and Building Control Surveyors within EBCS providing efficient administrative support.

Main responsibilities

The post holder will:

1. Provide a comprehensive administrative service including diary management, data entry, processing of applications and relevant correspondence using Northgate M3 or any other application registration system/database.
2. Facilitate effective systems/processes identifying improvements and implementation.
3. Ensure good customer relationships are built through providing and developing an efficient, customer focused service. Take ownership & answer a wide range of enquiries through multimedia channels, telephone & office visitors, prioritise and distribute post. Promote EBCS services available to potential clients.
4. Monitor the department's generic email and manage all electronic submissions. Liaise with homeowners, clients, architects, agents, solicitors and internal colleagues seeking information & maintain a professional and courteous approach at all times.
5. Operate the company's electronic records and document management system enabling prompt and easy data retrieval using IDOX information management. Correct and timely indexing of applications and all correspondence.
6. Ensure stationery, equipment and other materials are purchased and stock levels maintained.

7. Process purchase orders and payment of invoices including the accurate reconciliation and banking of monies. Maintaining and monitoring all income streams including online payments, telephone payments, BACS transfers and cheques.
8. Compile statistical information for management purposes using Crystal reports as required by the CEO.
9. Identify and manage your own training needs.
10. Undertake the updating and editing of the EBCS website and post updates on all of our social media channels.
11. With the support of the CEO and MD undertake marketing of EBCS and the promotion of the business including preparation and delivery of events.
12. Carry out any tasks relevant to the role and within your skill set which supports the administrative function.
13. Support for all the above tasks will be provided as required by the CEO. MD and Building Control Technician.

Standards of conduct

The Company expects the highest standards of conduct from its employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal Opportunities

The Company has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote its aims and objectives in their own work.

Health and Safety

The Company is committed to a healthy and safe working environment and expects all its employees to implement and promote its aims and objectives in all aspects of their work.

Appraisal and Staff Development

The Company expects all staff to participate in its processes for appraisal and staff development. The Board will carry out an appraisal of all staff annually with a view to setting salaries and benefits for the following year.

Confidentiality

The Company is committed to maintaining privacy of all its staff and customers. It expects all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time that are broadly consistent with those in this job description.

Person Specification

Person Specification requirements	Desirable / Essential	To be tested by: (✓) as appropriate		
		App Form	Test	Interview
<p>Qualifications and Education</p> <p>GCSE level (numeracy and literacy) or equivalent vocational qualifications</p> <p>Excellent IT skills, particularly in MS Office packages, and familiarity with databases</p>	E E	✓ ✓		✓
<p>Experience</p> <p>Proven administration experience</p> <p>Financial experience including processing of purchase orders, payment of invoices, reconciliation and banking</p> <p>Experience of working with databases e.g. Northgate</p> <p>Experience of marketing and promoting the business and the organisation of events</p> <p>Experience of working in a customer focused environment</p> <p>Experience of updating and maintaining web pages</p>	E D D D E D	✓ ✓ ✓		✓ ✓
<p>Knowledge/Skills/Abilities</p> <p>Excellent interpersonal skills, with the ability to exercise diplomacy and build partnerships and consensus, particularly with staff but also among other stakeholders</p> <p>Good written and oral communication skills with the ability to adapt to different audiences and situations</p> <p>Focussed and calm under pressure</p> <p>Accuracy and numeracy</p> <p>Excellent computer skills</p> <p>Flexible and adaptable</p>	E E E E E E	✓ ✓ ✓ ✓ ✓		✓

			✓		✓
Person Specification requirements	Desirable / Essential	To be tested by: (✓) as appropriate			
		App Form	Test	Interview	
Knowledge / Skills / Abilities					
Ability to demonstrate commercial awareness and influence stakeholders positively	D	✓			
Ability to work on own initiative	E	✓		✓	
Ability to prioritise and organise workload effectively with minimum supervision	E	✓			
To work effectively as a member of the team	E	✓		✓	
Confident in dealing with general public on telephone and in person	E	✓			
Ability to obtain a good working knowledge of the service, customer base and staff and ensure delivery of a customer and commercial focus	E			✓	

Signatures – CEO and post-holder

Signed..... CEO

Dated:.....

Signed..... Business Support Administrator

Dated:.....