

## Business Services Administrator

### Job Description & Person Specification

---

#### Job Overview

The Business Services Administrator will support the smooth and efficient running of BrisDoc's head office and wider Business Services function.

The role will provide a professional and welcoming front-of-house service, support the day-to-day running of the office environment, and provide administrative and logistical support to teams including the Executive Assistants, the Co-owners Council and the Community Fund group.

The postholder will build skills in communication, planning, organisation, stakeholder support, record keeping and business processes, while making a practical contribution to the effective running of BrisDoc.

#### Key Responsibilities

##### Front-of-house and office support

- Act as the first point of contact for visitors to head office, providing a professional, friendly and helpful welcome
- Support the management of the main office telephone line, responding to enquiries or directing calls appropriately
- Receive, sort and distribute incoming post, parcels and deliveries
- Help ensure visitors, contractors and interview candidates are directed appropriately and have the information they need
- Help maintain a tidy, welcoming and well-organised office environment

##### Meeting and facilities support

- Prepare meeting rooms for internal and external meetings, including room set-up, refreshments and room reset afterwards
- Support room booking arrangements and help ensure meeting spaces are ready and well maintained
- Monitor office supplies and consumables and arrange reordering in line with agreed processes

- Report routine facilities issues and liaise with the Facilities team as needed
- Support practical office tasks and general workplace organisation

## **Administrative support**

- Provide day-to-day administrative support to the Business Services team
- Support Executive Assistants with routine administrative and logistical tasks as required
- Assist with the preparation of documents, communications, agendas and action notes
- Maintain accurate electronic and paper records in line with BrisDoc processes
- Support bookings, scheduling and coordination activity across the team
- Support the preparation and circulation of agendas, papers, minutes and action logs

## **Co-owners Council and Community Fund support**

- Provide administrative and logistical support to the Co-owners Council and Community Fund group
- Help coordinate meetings, bookings, agendas, papers, note-taking and follow-up actions
- Attend occasional pre-planned evening meetings to support these groups, with working hours adjusted in line with BrisDoc arrangements

## **Development**

### *If following an apprenticeship route*

- Undertake and successfully complete the Level 3 Business Administrator apprenticeship
- Attend off-the-job training and complete apprenticeship assignments and assessments within required timescales
- Apply learning from the apprenticeship in the workplace

### *All post holders*

- Develop knowledge of BrisDoc's structure, values, policies, systems and ways of working
- Take responsibility for own learning, seek feedback and show a willingness to learn and improve

## General

- Work in line with BrisDoc policies and procedures, including confidentiality, information governance, health and safety, equality, diversity and inclusion
  - Maintain a professional and reliable approach at all times
  - Undertake any other duties reasonably required within the scope of the role
- 

## Person Specification

### Qualifications

#### Essential

- GCSE English and Maths at Grade 4/C or above, or equivalent
- Able and willing to undertake and complete the Level 3 Business Administrator apprenticeship if required

### Knowledge and Skills

#### Essential

- Good verbal and written communication skills
- Basic IT skills, including confidence using email, Word and Excel or similar packages
- Able to organise tasks and manage time effectively
- Good attention to detail
- Able to communicate in a polite and professional way with colleagues, visitors and external contacts
- Willingness to learn new systems, processes and ways of working
- Understands the importance of confidentiality and handling information appropriately

#### Desirable

- Awareness of what good customer service looks like
- Understanding of the importance of professionalism in an office environment

## Experience

### Essential

- No previous work experience required

### Desirable

- Experience of organising tasks or activities in school, college, volunteering, community, work or other group settings
- Experience of using Microsoft Office or similar digital tools in school, college, work or everyday life
- Experience of working with others as part of a group, team or project

## Personal Attributes

### Essential

- Friendly, approachable and professional manner
- Reliable and punctual
- Positive attitude and willingness to learn
- Able to work well as part of a team
- Flexible and adaptable
- Takes pride in doing tasks well
- Confident dealing with people face-to-face, by phone and by email
- Willing to take responsibility for completing tasks and asking for help when needed
- Interest in developing a career in business administration and support services
- Able to attend occasional pre-planned evening meetings, with working hours adjusted accordingly