



<b>Job Title:</b>	Business Support Administrator
<b>Department:</b>	Operations – Estates – Business Support
<b>Last Updated:</b>	13 Sept 2023
<b>Version:</b>	3

**ROLE TITLE:** Business Support Administrator

**Reports to:** Soft Services Coordinator

**Direct reports including contractors:** None

**Budget:** None

**Key relationships:**

- First point of contact for NCC visitors, members and contractors across all sites
- Working with the Business Support team and supporting the wider Estates team
- Stakeholders across the NCC that require administrative support
- Act as the first point of contact for all building users and work with the Estates Team to provide exceptional service to all.
- Working with Estates and IT Teams to assist in coordinating desk, office, meeting room use and changes.
- Support Soft Service Coordinator in liaising with Security and Cleaning teams to ensure the building is clean, safe and secure.
- Support safe access to site for contractors and administer the contractor management system. Work with Estates and Health & Safety to ensure that H&S and other statutory rules and regulations are followed.
- Direct point of contact with Finance and Procurement functions

**ROLE PURPOSE:**

- To administer a high quality and consistent front or house service to staff, visitors, and members in an efficient and customer focussed way.
- To support the Estates Team’s administration; Purchase Orders, Contractor Pack processing, access control requests, etc.
- To administrate the Building Operations ServiceDesk facility on TopDesk
- To provide administrative support required by key stakeholders across the NCC and NCC membership community including, but not limited to:
  - The H&S team to support effective and efficient document management and administration
  - Skills and Workforce Development team providing administrative support to ensure an efficient L&D & Commercial training business
  - Senior Leadership Team support, for example with expenses process and travel arrangements

**MAIN ACTIVITIES:**

**Reception:**

- Providing excellent front of house service, enhancing the customer experience of the NCC as the first point of contact.
- Providing timely, accurate and consistent responses to basic administrative requests which are generated through the ticketing system, emails, phone or in person.
- Answering all incoming calls and directing them accordingly.
- Booking in all visitors, generating and issuing the appropriate passes and filing any data in accordance with GDPR.



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- Ensuring the Reception foyer area is consistently well maintained/tidy and conforms to the required Health and Safety standards.
- Basic induction administration and support, helping to ensure that all new staff and members have a positive first experience of NCC.
- Ensuring the Reception refreshment service station is consistently well maintained and arranging refreshments for NCC hosts, customers, and visitors to be provided as required.
- Coordinating NCC outgoing/incoming mail process.
- Ordering and maintaining good stock levels of all required consumables e.g. stationery, kitchen and refreshment supplies,
- Processing payments/raising purchase orders for consumables, catering etc
- Scheduling meeting requests e.g. booking rooms and online platforms, as required.

#### **Meetings/Events, Membership, Skills and Workforce support:**

- Working closely with key NCC stakeholders and 3<sup>rd</sup> party suppliers to confirm exacting requirements to help deliver a seamless meeting/event enhancing the customer experience.
- Coordinating preparation and on the day support in areas such as room set-ups, visitor management, catering requirements.
- Administration of NCC benefits, supported by specialist colleagues in relevant departments where necessary
- Supporting L&D & Commercial training when delivering courses on site

#### **H&S and Quality Support:**

- Supporting action management and tracking for risk assessments, incident investigations, audits, NCRs etc.
- Providing administrative support for database management, document control (master register management, Document template, forms etc), data collation and records management
- Supporting with the transition of the H&S and Quality filing system to SharePoint based on the PDCA model for the Management System (ISO 9001, 45001 & 14001).
- Adhering to the governance and security and protection of personal data during processing activities and archiving of documents according to GRPR (Global Data Protection Regulations).
- Checking regularly, that the first aid room and it's required contents is consistently well maintained and conforms to the required Health and Safety standards

#### **Estates Admin**

- Act as the first point of contact for reactive maintenance or facilities requests – deliver a triage service – assessing the H&S implication, business implication, urgency, importance, size of the task, and decide who can deliver a solution.
- Check emails, assess, and distribute tickets to relevant person in the Facilities/IT/Security/Cleaning teams.
- Process PORFs and POs for the Estates team.
- Work with Estates manager & H & S advisors to ensure that H & S actions are carried out, that signage is correct & that all H & S rules & regulations are adhered to.
- Assist in administering the asset register, equipment and manuals and service schedules.



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### **Contractor Management Admin**

- Daily administration of the Gatehouse contractor's system, maintain & update records for contractors attending site to include Inductions & credentials.
- Process contractor packs for NCC staff & Estates team.
- Monitor contractors on site to ensure they are working safely & in accordance with their RAMS and ensure permits are issued when required. Manage/resolve any issues relating to their visit.
- Sign-in Contractors, coordinate and deliver necessary inductions.
- Manage day-to-day running of contractor pack process, query and solve any issues, issue permits as required.
- Manage access and documentation of ad hoc and regular contractors
- Process completed permits, induction records, contractor packs, access control requests, issuing of keys and lockers.

### **Office Management Admin**

- Organise hire of NCC's pool vehicles, and manage licences, declarations, insurance and ensure adherence to GDPR regulations
- Coordinate hire car bookings and supplier management
- Work with Soft Services Manager to coordinate desks, and meeting room provision.
- Administer the induction and starter/leaver process.
- UBS super user – to raise all Estate teams purchase orders ensuring the correct budget codes are used & that value for money has been resourced.
- Direct point of contact for Finance – assist in resolving invoice queries.
- To hold & monitor all documentation/receipts/invoices for the Estate Manger's credit card & to provide a monthly expenditure return for Estate Manager & Finance.
- Control site access such as Keys and Passes
- Ensure stock levels across the board are maintained
- Coordinate NCC archive system and requirements
- **Provide cover for Estates Office:**
- Work flexibly with the team/s to provide cover for the Estates' office and additional sites.
- Support other team absences.

This Job Description is not an exclusive or exhaustive list of all activities that an individual in this position may be asked to perform. You may be required to undertake other responsibilities or activities, as requested by your line manager, to support your team or wider NCC activities.



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## PERSON SPECIFICATION

<b>Essential</b>	<b>Desirable</b>
<p><b><u>Qualifications/Experience</u></b></p> <ul style="list-style-type: none"> <li>■ Practical experience of working on a busy front desk or reception.</li> <li>■ Relevant experience of handling high volumes of queries.</li> <li>■ Relevant experience of working in an administrative role.</li> <li>■ Proficient IT skills e.g. MS office suite (excel, PowerPoint, word, outlook) and experience of using different software and business systems.</li> <li>■ Proficient in general Business, Finance, procurement and Estate Systems and processes</li> <li>■ Good knowledge of Estates and Facilities Management workflows</li> <li>■ Excellent customer service experience</li> </ul>	<p><b><u>Qualifications/Experience</u></b></p> <ul style="list-style-type: none"> <li>■ First Aid certification</li> <li>■ Experience of Dynamics 365</li> <li>■ Events co-ordination experience</li> <li>■ Good understanding of GDPR</li> <li>■ Quality, Health, Safety and Environmental knowledge</li> <li>■ IOSH and other H&amp;S qualifications</li> <li>■ Experience of working in an engineering environment.</li> <li>■ Specialist H&amp;S knowledge in EFM including but not limited to Contractor management, RAMS, Permits</li> </ul>
<p><b><u>Behavioural Competencies</u></b></p> <ul style="list-style-type: none"> <li>■ Professional and courteous approach</li> <li>■ Conscientious, attention to detail, ordered and tidy.</li> <li>■ Excellent verbal and written communication skills</li> <li>■ Flexible attitude and willingness to undertake a variety of activities</li> <li>■ Confident and able to deal with people at all levels within an organisation</li> <li>■ Proven team player but also works well independently.</li> <li>■ Ability to work unsupervised</li> <li>■ Positive can-do approach</li> <li>■ Ability to multi-task in a busy environment</li> </ul>	<p><b><u>Behavioural Competencies</u></b></p> <ul style="list-style-type: none"> <li>■ Can manage conflicting priorities well</li> <li>■ Intuitive nature to build relationships and partnerships</li> </ul>