

Role Profile

Job Title: Business Support Administrator

Salary range: £15,000 - £19,000pa

General Information		
Accountable to: Business Support Lead		
Job Purpose		
<ul style="list-style-type: none"> To carry out general administration duties adhering to compliance and meeting targets under the supervision and guidance of the Business Support Lead To assist the Head of Funding & Compliance to meet the needs of the business 		
Key Responsibilities		
<p>To Support Financial & Performance Targets (KR1)</p> <ul style="list-style-type: none"> Protect funding at all times ensuring forms (paper & electronic) are fully compliant prior to processing Input new learner starts, updates and achievements onto MIS and other systems supporting financial budgets and achieving internal and external deadlines Ensure learner files and employer files are secure at all times, including robust archiving Prepare start packs and training materials to support both Business Development and Operations Teams Distribute incoming post and ensure that outgoing post is dealt with timely Maintain stocks of stationery and other materials as appropriate Provide an effective telephone service, dealing with enquiries and taking messages <p>To Develop the Business and Engage with Stakeholders (KR2)</p> <ul style="list-style-type: none"> Provide an exemplary internal Business Support service to all areas of the business Maintain business relationships with partners of Quest relating to the Business Support function <p>To Ensure Quality Improvement and Achieve Compliance (KR3)</p> <ul style="list-style-type: none"> Comply with all company policies & procedures Contribute to Quest's quality improvement processes to improve provision and other company processes Ensure that Quest is compliant and all audits meet business needs <p>To Develop Self and Support Others (KR4)</p> <ul style="list-style-type: none"> Take ownership of annual performance & development plan Manage and record own CPD Support and communicate effectively with colleagues across the business Attend & contribute to meetings 		
Minimum requirements	Personal Attributes	
<p>Essential:</p> <ul style="list-style-type: none"> GCSE A-C Maths, English & ICT/or demonstrate competence at this level General administration skills Data input skills Knowledge of Government funding requirements Excellent communication skills Have the right to live and work in the UK indefinitely and without restriction <p>Desirable:</p> <ul style="list-style-type: none"> Business Administration Qualification 	<p>Core Values</p> <ul style="list-style-type: none"> Managing relationships Communication Meeting customer's needs Involving people Quality conscious Integrity Determination Adaptability 	<p>Job Specific</p> <ul style="list-style-type: none"> Initiative Personal organisation Thoroughness Self confidence Personal results Information gathering Analysis & judgement Forward planning
Other requirements		
<ul style="list-style-type: none"> DBS check as appropriate Willing to undertake training & development to meet the needs of the job To be professional, co-operative and flexible to meet organisational and stakeholder needs, undertaking such duties as may reasonably be expected 	<ul style="list-style-type: none"> A strong commitment to promoting and safeguarding the welfare of learners Able to demonstrate a commitment to Equality and Diversity Comply with Health & Safety legislation and policy Act with environmental sustainability in mind at all times 	

Role profiles will be reviewed and amended to meet the needs of the business and external demands