

Job title: Business Support Officer (Full Time)	Hours: Full Time 35 hours per week (Mon – Fri)	Responsible to: Head of Business Support and EA to CEO
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Role:

The Business Support Officer (BSO) will provide high quality administrative and general business support to the Head of Business Support and EA to CEO (HOBS) in all relevant activities and duties. They will also provide administrative support to the Senior Leadership Team as directed.

The individual will be required to have a high level of attention to detail, be accurate and agile in their administrative outputs and be able to maintain confidentiality in their work.

With a willingness to embrace a wide-ranging remit of tasks, the BSO will need to be able to prioritise and manage their work effectively and also be reactive to task, using their excellent MS365 abilities.

The BSO will be required to cover for the Head of Business Support and EA to CEO for leave and absence periods or as required and will therefore need to 'step in' at a higher level when required.

Principal Responsibilities:

1. Provide cover support for the HOBS on CEO and Chairman business and diary management.
2. Assist with Board organisation and logistical requirements
3. Assist with other governance administration and business support for Senior Leadership Team and the CFO in particular.
4. Provide project administration assistance as required.
5. Other administrative tasks as may be required to support the charity.

Duties will include:

Business Administration:

- Diary management and itinerary/travel preparation for CFO
- Timely and accurate preparation, administration and logistical organisation of Board and other committee meetings (Finance Risk and Audit Committee (FRAC), Group FRAC and Investment Committee); sending meeting invitations; coordinating responses; preparation and circulation of Agendas and minute-taking and distribution; filing.
- Proactive and timely preparation of materials and presentations required for meetings;
- Regular communications with internal and external stakeholders and beneficiaries responding on own initiative and with guidance, either verbally or in writing, on a wide range of queries and correspondence
- Administrative assistance to other departments for key and other projects.
- Assistance with charity governance administration as required.
- Deputise and cover for HOBS, acting as main point of contact for CEO and CFO administrative requirements.

Relationships:

- Maintain positive relationships with all staff and SLT in particular, to enable good communication and assure a smooth administrative service.
- Maintain secondary relationships within CEO's contacts as required.
- Act as the secondary point of contact between the CEO and parties outside the RNRMC.
- Support HOBS with administration for Board, Honorary Officers and Ambassadors.
- Assist with the planning, coordination and delivery of dinners and events, working with the HOBS and Events Team.

General duties:

- First point of contact at Reception for visitors.
- First point of contact for any incoming enquires to the main General Enquiries telephone line and email address. Some enquiries can be difficult and often need a tactful approach ensuring the Charity is professionally represented to the general public and all its stakeholders and calls are efficiently routed to the correct department.
- Maintenance of contact/network lists for CEO and ensuring the Charity database is kept up to date.
- Assistance with Travel & Expense management for CEO, and Trustees.
- Input of CEO expenses and expenditure into the CONCUR Financial system.
- General administrative tasks, including filing, typing, printing, mailing, scanning, etc.
- Assist with maintenance and of electronic filing systems and document retrieval.
- Ensuring all CEO' and CFO visitors are looked after and relationships are maintained.
- Screening of incoming phone calls to CEO and in his absence ensuring that accurate messages are taken or assistance given where appropriate.
- Other administrative tasks as required by the organisation.

Personal Skills, Experience and Competencies:**Essential:**

- Competent administrator with an ability to demonstrate accuracy, attention to detail, efficiency and effective administrative skills.
- Good time management and organisational skills
- Good judgement and initiative,
- Able to maintain confidentiality, loyalty and diplomacy
- Personable with a positive approach to life and work
- Excellent interpersonal and communication skills with an ability to write in clear, grammatical English
- Proven ability to plan ahead, prioritise work and meet deadlines
- Ability to successfully multitask and work under pressure in a proactive way, with minimal supervision or direction at times
- Strong team-player; able to work with people at all levels including those at a senior management level;
- Ability to think creatively
- Polite and professional manner
- High level of computer literacy including advanced knowledge of Microsoft Office 365 suite and other applications,(including TEAMS, ZOOM, Sharepoint, Outlook, Word, Excel, Powerpoint, Forms.
- Able to demonstrate a positive, willing and cheerful attitude and demeanour.

Desirable:

- Proven experience in a front-line Administration role
- Confident minute taker
- Experience of preparing and researching documents, briefing papers and reports
- Experience with working with Senior Management

Location:

HMS Excellent, Whale Island Portsmouth