

## ROLE PROFILE

### BUSINESS SUPPORT ADMINISTRATOR



**Salary** - £21 - £23,000 plus generous benefits package

#### Responsible for

- Providing business support to The Alliance, and all working teams, as instructed by the Business Support Manager and The Alliance Leadership Team

**Responsible to:** The Business Support Manager

#### Core Purpose

- To ensure all business support activities are carried out to a high standard, respecting sensitivity and confidentiality where appropriate
- Attend meetings, record minutes and actions from said meetings, ensuring all paperwork for meetings is organised and disseminated in a timely manner

**The Business Support Administrator will assist the Business Support Manager in all administrative tasks and associated duties.**

The Glasgow Alliance to End Homelessness is a unique collaboration, the first of its kind in the UK, which sees ten organisations who, on behalf of Glasgow City Council will bring together their knowledge and experience of homelessness to collaborate and create a more coherent, coordinated, person centred, whole system approach to tackling homelessness in the City.

The Alliance is made up of ten organisations:

- Aspire
- Crossreach
- Glasgow City Council
- Glasgow Homelessness Involvement and Feedback Team (GHIFT)
- Homeless Network Scotland (HNS)
- The Mungo Foundation
- Sacro
- The Salvation Army
- Wheatley Care
- Ypeople.

The vision is that all Glasgow citizens have a home of their own.

Put simply, the Alliance aims to:

- End rough sleeping
- Prevent homelessness and alleviate the impact of homelessness
- Reduce homelessness and the length of time people spend in temporary accommodation
- Reduce repeat homelessness
- Help people who were formerly homeless to maintain their tenancy

**Responsibilities** *the Business Support Administrator will undertake the following:*

Business Support Function:

- Co-ordinate and plan administrative activities/tasks as instructed by the Business Support Manager
- Ensure actions are progressed within agreed timescales

Planning:

- Manage, co-ordinate and plan meetings as instructed by the Business Support Manager
- Ensure paperwork for meetings is disseminated in good time
- Assist the Business Support Manager with admin requirements for the ALT, Alliance Director, Alliance Management Team and working teams
- Assist with organising and co-ordinating events, both internal and external

Reporting, Governance & Quality:

- Ensure minutes and actions from meetings are maintained and stored in an appropriate manner
- Assist the Business Support Manager with providing reports and updates to the ALT and Alliance Director as and when required
- Ensure both computer and hard copy filing systems are maintained to a high standard so that documents can be easily accessed by those who need them and are protected from unauthorised access

Performance:

- Assist the Business Support Manager with the management of systems for gathering and analysis of feedback from stakeholders
- Assist the Business Support Manager in the collection and collation of information required by Alliance Director and ALT
- Accurate data input and collation of statistics
- Promote, implement and ensure compliance with The Alliance's Policies and Procedures
- Ensure effective communication systems are in place for emails, mail and correspondence for Business Support Manager, Alliance Director and ALT
- Providing business support to members of the ALT, Alliance Director, and Alliance Management Team as and when required

Other Responsibilities:

- Undertake training as deemed necessary
- Undertake other duties as require for the effective running and co-ordination of The Alliance and achievement of Alliance Objectives

**Strengths** *the Business Support Administrator will deliver key responsibilities by:*

- Communicating effectively to build and invest in key relationships.
- Demonstrating resilience and the ability to work under pressure.
- Working inclusively, valuing equality and diversity in the workplace
- Being extremely organised and methodical
- Ability to plan, organise, prioritise and meet deadlines
- Having excellent attention to detail
- Utilising strong administration and organisational skills
- Listening – the ability to listen and learn from others
- Integrity – evidence honesty and integrity daily
- Well-developed written skills (producing and writing reports, presentations, memos, letters)

**Requirements** *the Business Support Administrator will be able to:*  
(Essential)

Demonstrate experience, skills and knowledge in:

- Team working
- Administration and business support tasks/activities

Evidence:

- Experience of working in an admin or business support function

Experience of:

- Providing admin and business support to multiple individuals
- Attending meetings
- Accurate and efficient note taking
- Producing agendas and action notes
- Organising and co-ordinating meetings and events
- Data input
- Writing letters and emails to internal and external stakeholders

Working knowledge of:

- Microsoft Office software
- IT systems to retrieve information and produce reports

Desirable experience, skills and knowledge:

- Qualification: in admin or business
- Touch typist / audio typist

Demonstrate the following Attitudes and Qualities:

- Demonstrates collaborative approach to working, and co-operates and works well with others in the pursuit of team goals
- Possess well developed interpersonal and communication skills (e.g. articulate, approachable, discreet, open, confident, assertive)
- Possess the ability to be able to engage positively and be able to communicate at a variety of levels and in a breadth of arenas
- Possess an appropriate value base in keeping with Alliance principles, and be Trauma Informed
- Possess the ability to be supportive, respectful of others and non-judgemental. Driven by values
- Committed to social justice and making an improvement in people's lives.
- Evidence that able to be self-motivated, focus on outcomes and making change happen to ensure delivery takes place

The Business Support Administrator will ensure that they act in accordance with The Alliance Values, Principles and Behaviours at all times.

**Scope of Role**

- Glasgow based with travel required
- Full Time – 5 days per week
- Permanent (*within scope of requirements of The Alliance*)

**Competencies for Role**

**What are competencies?**

Competencies are underlying characteristics that lead to successful performance in an individual’s job. They include qualities, skills, attributes and traits that help people to be successful. Competencies go beyond the traditional focus on academic qualifications, technical skills and experience, providing a framework for assessing and developing deeper-seated personal skills.

Competencies are also capable of being developed in people rather than being fixed and immovable.

<b>Personal Effectiveness</b>	
Communicating	Communicating in the best way so that other people understand us
Decision Making	Taking the right action, based on what we know, and being responsible for what happens
Influencing	Getting others to commit to what we feel is right for the Alliance and the citizens of Glasgow
Self-Development	Wanting to improve ourselves, and looking for different ways to learn

<b>Providing Excellent Customer Service</b>	
Customer Orientation	Finding out what customers (internal and external) need and expect, and delivering the service necessary
Collaboration	Working together with colleagues, inside and outside the Alliance, to give our customers exceptional service
Forward Thinking	Anticipating customers’ needs, and the consequences of situations; taking appropriate actions, and being prepared for contingencies.

<b>Managing Change</b>	
Attitude	Responding positively to change and being flexible and open to new ways of working.
Planning and Delivering Change	Looking for different ways to improve the service we provide in the best interests of the citizens of Glasgow
Communicating Change	Helping other people to react to change in the best way, by providing accurate information and consistent messages about change

<b>Leadership</b>	
Taking Initiative	Always looking for ways to improve performance.
Displaying Awareness	Knowledge and understanding of the wider Alliance strategy and objectives, and making sure that our own and wider department objectives support this
Providing Support	Willingly helping colleagues to achieve the Alliance's objectives

<b>Delivering Results</b>	
Motivation	Staying focused and driven, to deliver the things that we're expected to achieve.
Planning	Using all available resources to deliver the best results, in the best way for the citizens of Glasgow