

**We are
housing
Scotland**



Business Services Assistant

Salary:	Band F
Responsible to:	Office Manager
Type of Position:	6-month FTC - Full Time (with a view to going permanent)
Annual Leave:	29 Days & 10 Public Holidays (pro rata)

Job Profile

The post of Business Services Assistant is a generic role that contributes to the SFHA's success by meeting the administrative support needs of the whole organisation.

The post holder will provide administrative and business support in line with organisational needs and priorities and will work generically, recognising differences in aptitude, experience and preferences within the team. The post holder will be required and expected to operate flexibly as part of a team sharing knowledge, workload and tasks as directed by the Office Manager. They may be supervised day to day by the Director of Operations, Director of Public Affairs and Communications or Director of Policy and Membership (or other staff as delegated) when supporting those business streams.

This approach is designed to permit a flexible approach to business needs ensuring that resources can be directed to key priorities as and when needed and will also promote consistency of the quality of support provided. It will also allow for personal growth and development by enabling post holders to work across all areas of SFHA and therefore enhance their overall skills and knowledge within a matrix environment.

Main Duties & Responsibilities

1. Administrative Duties

- Provide a comprehensive first point of contact service - both face to face and via the telephone - to all SFHA members, visitors and callers.
- Answer all incoming calls and directing them as appropriate.
- Manage all e-mail correspondence received via the SFHA Enquiries and Events inboxes and direct as appropriate.
- Open, record and distribute mail as appropriate.
- Ensure all office equipment is in good working order and supplies are ordered in a timely manner.
- Monitor both general office and stationery supplies and order on a monthly basis.
- Organise and book travel and accommodation for all staff, providing clear and concise travel information.
- Provision of administrative support to all areas of the SFHA as directed by the Office Manager or the Executive Team in order to ensure that daily business needs of the organisation are met
- Contribute towards effective knowledge management within the SFHA
- Ensure compliance with and implementation of the SFHA's policies including those relating to health and safety, emergency procedures, equal opportunities, code of conduct and disciplinary procedures
- Offer innovative ways of achieving the business objectives of the SFHA
- Undertake any other duties considered reasonable within the scope and purpose of the post as may be instructed by the line manager
- Responsible for the day to day management and regular review of information held on SharePoint within department folders
- Promote and police the corporate brand in all the SFHA communication channels

2. Meeting Co-ordination

- Manage SFHA meeting room bookings.
- Ensure rooms are set up as required for meetings with the necessary equipment available and in full working order and fulfil catering requirements such as the provision of tea and coffee, ordering lunch etc.
- Take notes at meetings as required. Write up and distribute meeting notes accordingly and promptly.

3. Reports, Information & Mailings

- Maintain mailing and contact lists for members, associates and stakeholders within the Customer Relationship Management (CRM) system. This includes:
 - Updating Salesforce with documents, letters or notes as required
 - Ensuring details of customer contact are entered into the CRM in a clear and concise manner
 - Maintain relevant content of the CRM
- Assist with bulk mailings using Mailchimp

- Collate and format articles for input into policy bulletins or similar

4. Events & Exhibitions

- Enter event bookings on the CMS and send out relevant paperwork to attendees
- Process event and exhibition bookings; managing and reconciling invoices as appropriate
- Provide on-site administration support at events
- Collate information on exhibitors for conference programmes
- Collate all marketing material for use at SFHA events as directed

5. Financial processing

- Maintenance of purchase ledger on Sage including recording of transactions and payments
- Maintenance of sales ledger on Sage including recording of invoices, management of receipts, supplier payments and credit control
- Process all expenses and other non-sales & purchase ledger income and expenditure
- Assist with monthly financial reconciliations
- Assist with the efficient management and control of the accounts payable and receivable processes, including month-end close down.
- Maintenance of petty cash and bank payment and receipts

6. File Maintenance

- Maintain filing systems and archiving system using a clear defined process as outlined in the Document Retention Schedule
- Ensure all libraries are kept up to date, undertaking regular reviews of literature and processing orders as and when authorised

7. Electronic Communication

- Administrator for the SFHA website CMS (Content Management System), including:
 - Activating / deactivating accounts
 - Regular checks of the relevant areas of the website and content
 - Maintaining content of website
- Deal with 1st stage (and when directed 2nd stage) technical queries relating to the website; escalating where necessary

Personal Specification

Experience & Qualifications:

- Standard Grade English (or equivalent)
- Standard Grade Maths (or equivalent)
- Qualification in Business Administration or able to demonstrate relevant experience
- Minimum 12 months relevant experience

Technical Knowledge and Practical Experience of the role:

- Good written and verbal communication skills
- Good command of the English language including spelling and grammar

- Expert in the use of all MS Office packages
- Expert in the application of administrative and clerical procedures and systems such as typing, managing files and records and other office procedures
- Competent in the use of Customer Relationship Management systems
- Ability to demonstrate an understanding of health and safety responsibilities
- Ability to manage relationships with external suppliers
- Ability to manage financial procedures such as processing expense claims and invoices
- Knowledge of the housing sector is desirable

Framework for Excellence **Indicator – Level 1**

Solution Focused

Customer Focus	Keeps the customer up to date and informed. Takes personal responsibility for providing a professional and responsive service to all customers. Is committed to putting customers first ensuring the delivery of a consistently high quality service.
Flexibility	Understands the need for adopting change and receptive to alternative ways of working.
Decision Making & Judgement	Makes decisions within the limits of the role quickly and confidently, escalating issues as appropriate.

Relationships

Organisational Ambassador	Demonstrates an understanding of and commitment to the SFHA and its mission and objectives. Works with consistency, integrity and accountability.
Teamwork	Works with all colleagues as a team to achieve business area and corporate goals.
Positive Communication	Effectively communicates with colleagues, peers and customers both internal and external to the SFHA.

Effectiveness

Accountability	Takes personal responsibility for own actions being accountable for all aspects of their Job Profile.
Leadership	Conducts self in a pleasant, confident, professional manner, acting as a role model to others.

Forward Thinking

Aware of the direction of the SFHA and how their role impacts on delivery of the business plan.

Acknowledgement

This job profile has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role. It is expected that the job holder will carry out all reasonable request by Line Managers to facilitate the requirements of the SFHA. These may therefore be subject to future amendments following appropriate consultation.