

**Business Services Assistant**

Salary: Band F - £24,774

Responsible to: Office Manager

Type of Position: Full Time

Annual Leave: 29 Days & 10 Public Holidays (pro rata)

**Job Profile**

The post of Business Services Assistant is an exciting and varied role that contributes to the SFHA’s success by meeting the administrative support needs of the whole organisation.

The post holder will provide business support in line with organisational needs and priorities. They will be required and expected to operate flexibly as part of a team sharing knowledge, workload and tasks as directed by their Line Manger.

**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 inbox and direct as appropriate
* Ensure all office equipment is in good working order and supplies are ordered in a timely manner
* Monitor stationery supplies and order when required
* Organise and book travel and accommodation for all staff
* Provision of administrative support to all areas of the business as directed by the Office Manager or the Executive Team in order to ensure that daily business needs of the organisation are met
* Ensure compliance with and implementation of SFHA’s policies
* Offer innovative ways of achieving SFHA’s business objectives
* 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

2. Meeting Co-ordination

* Manage 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 as and when required
* Assist with collating and formatting articles for bulletins as and when required

4. Events & Exhibitions

* Enter event bookings on the CMS and send out relevant paperwork to attendees as and when required
* Process event and exhibition bookings
* Managing and reconciling invoices as appropriate
* Provide on-site administration support at events

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 the efficient management and control of the accounts payable and receivable processes, including month-end close down

6. Electronic Communication

* Administrator for the SFHA website CMS (Content Management System), including:
* Activating / deactivating accounts
* Posting adverts for members and non-members and processing and distributing invoices accordingly
* 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:

* National 5 English (or equivalent)
* National 5 Maths (or equivalent)
* Qualification in Business Administration or able to demonstrate 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 including efficient typing skills
* 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 FocusKeeps 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.