

BUSINESS SERVICES ASSISTANT JOB DESCRIPTION – APRIL 2026

Job title:	Business Services Assistant
Location:	Glasgow (with the potential for hybrid working)
Reports to:	Business Services Manager (BSM)
Salary:	£26,910 pa
Contract type:	Permanent
Hours:	Full time, 35 hours per week

JOB PURPOSE

- The Business Services Assistant supports the effective delivery of all business support functions across the charity, including Finance, Human Resources, Legal and Compliance, IT, Office Management and Administration, effectively contributing to the delivery of our strategic objectives and KPIs
- Working closely with the Business Services Manager (BSM), the postholder ensures that systems, processes and records are accurate, compliant and efficient, ensuring the smooth delivery of business services and internal operations
- The role provides operational coordination and administrative support across the organisation, helping to maintain a strong infrastructure that enables the charity to deliver its mission effectively

KEY RESPONSIBILITIES

1. Finance

- Maintain relationship with outsourced financial support
- Support day-to-day financial administration, ensuring transactions are accurately recorded on online platforms
- Prepare monthly bank reconciliations for review by the BSM
- Process supplier invoices, setting up new payees, payments and expense claims in line with internal controls
- Process fund payments, setting up new payees, reconcile on CRM and Xero
- Support payroll preparation by collating salary changes, expense claims, Statutory Sick Pay (SSP) and Statutory Maternity Pay (SMP) records and pension information
- Maintain accurate and organised financial filing systems
- Assist with budget monitoring by preparing draft reports and data summaries
- Support preparation for annual audit and year-end processes
- Assist with reporting and business development by collating financial information
- Accountable for petty cash control and reconciliation
- Decision-making authority: Operational processing and reconciliation; financial oversight remains with the Business Services Manager

2. Human resources

- Maintain relationship with outsourced HR support

- Coordinate recruitment processes, including candidate liaison, scheduling interviews and preparing documentation
- Support onboarding and offboarding processes, ensuring records are complete and compliant
- Maintain accurate HR records including holidays, absence, training and performance documentation using the Breathe HR system
- Administer payroll data relating to leave, sickness and contractual changes
- Support the organisation of staff wellbeing initiatives and learning & development activities
- Ensure HR policies are accessible, and staff records are up to date
- Champion a positive organisational culture and support staff development and engagement
- Decision-making authority: Administrative coordination; employee relations matters remain with the Business Services Manager

3. Legal and compliance

- Maintain compliance calendars and ensure key deadlines are tracked and met
- Support preparation of regulatory filings and documentation
- Maintain policy registers and version control
- Assist with data protection administration and record-keeping
- Coordinate safeguarding and health and safety documentation
- Maintain contract registers and filing systems
- Decision-making authority: Monitoring and coordination; legal, compliance and regulatory accountability remain with the Business Services Manager

4. IT and systems

- Act as first point of contact for day-to-day IT issues, liaising with external IT providers
- Maintain user accounts, access permissions and system records
- Support cyber security protocols and system updates
- Arrange on/off boarding and set up
- Assist with development and implementation of digital improvements and AI-enabled tools
- Maintain internal guidance documents for systems and processes

5. Office management

- Coordinate office upkeep, ensuring the office is tidy and welcoming at all times
- Maintain health and safety records and risk assessment documentation
- Ensure facilities compliance checks are logged and tracked
- Support relationships with landlord, contractors and service providers

6. Administration

- Support the administration of Board and Committee meetings
- Maintain governance records ensuring they are accurate and up to date
- Maintain trustee registers and statutory records
- Support preparation of documentation for OSCR and Companies House filings
- Provide administration support to the Senior Leadership Team, as required
- Contribute to organisation-wide continuous improvement projects, as required

7. General

- Ensure all activities are conducted in accordance with the Organisation's policies, including but not limited to Health & Safety, Equal Opportunities, and Confidentiality
- Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation
- Undertake any other duties as required, that are within the competence of the post holder and conducive to the effective delivery of the role
- Undertake and attend any training deemed necessary under the above general conditions

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.

PERSON SPECIFICATION

Essential

- The role deals with a high level of confidential information - professionalism, discretion, sound judgement and maintaining confidentiality are imperative
- Experience in an administrative, operations or business support role
- Strong organisational skills and attention to detail, with the ability to manage multiple demanding and competing priorities, adapting effectively to changing circumstances
- High level of accuracy and attention to detail
- Working knowledge of financial administration and procurement processes
- Working knowledge of digital systems (e.g. XERO, HR systems, Microsoft 365, CRM)
- Excellent written and verbal communication skills
- Team-oriented, collaborate effectively with colleagues and communicate clearly across all levels
- Self-motivated and capable of managing own workload independently
- Able to adapt quickly and effectively manage time and priorities in a busy, demanding environment

Desirable

- Experience supporting governance
- Knowledge of charity regulatory requirements (e.g. OSCR, Companies House)
- Understanding of GDPR and basic health & safety compliance