

Job Description and Person Specification

Job Title:	Business Support Assistant
Hours of work:	15 hours per week – normal working hours would be 10am to 1pm, Monday to Friday, although flexibility is required to ensure the objectives of the role are met
Reporting to:	Business Support Manager
Responsible for:	No direct reports, however the ability to manage Office Admin Volunteers is essential
Annual Leave:	11 days per annum (pro rata)
Location:	Greenford Community Centre, Greenford, London

A job description is a written statement reflecting the main requirements and essential characteristics of the job. It is not intended to be an exhaustive list of the duties a postholder might be called upon to perform.

Job Context

Age UK Ealing's mission is to promote the wellbeing of all older people in Ealing and empower them to achieve full quality of life. We provide a range of support services for older people in the London Borough of Ealing including **Information and Advice, Day Centre, Befriending, Digital Inclusion and Community Gardening Services**. We also run Greenford Community Centre, where our office and services are based alongside a range of other community activities.

Purpose of the job

Reporting to the Business Support Manager, this role will primarily be assisting the Business Support Manager in dealing with general office management and central administration including Finance, IT, HR, dealing with Room Hire enquiries and bookings and covering the Gardening Service administrative tasks when the Service Coordinator is absent.

Main Duties and Responsibilities

Greenford Community Centre

- To assist with the running of the Room Hire service, from dealing with initial enquiries from service users and arranging visits through to booking administration, processing payments, and carrying out post work customers satisfaction survey and damage refund deposit.

- To ensure that enquiries are responded to within 2 working days
- To deal with Room Hire phone line and email inboxes, responding to initial enquiries and redirecting services users to the relevant services provided within AUKE if need be
- To unlock rooms, the hall and service users' storage space when needed
- To cover for the Business Support Manager in his/her absence
- To always display good customer service, treating people with respect and dignity and being aware of individual needs and cultural requirements

Administration

- To provide admin support to the Business Support Manager as required
- To help with the preparation of routine statistical reports as required including KPIs data etc.
- To liaise promptly with the Finance Team to resolve issues relating to payments
- To undertake basic research as required including helping in coordinating AUKE events
- To support the Business Support Manager with basic internal HR function, such as compiling data, maintaining records as required
- To assist applying for and updating staff DBS checks
- To assist contractors in accessing areas of the building
- To assist with Health & Safety inspection and remedial actions
- To help with stationery orders
- To assist the Business Support Manager with IT enquiries
- To carry out background research and present findings on various subjects as directed.
- To assist in logging Maintenance jobs on the Council's platform
- To provide administrative support for the Gardening Service in the absence of the Service Coordinator

Customer Care

- To provide a welcoming service to service users, visitors, and contractors at Age UK Ealing premises. This includes providing an efficient and effective front office/reception service to all visitors, service users and members of the Age UK Ealing in person, by telephone and electronically
- To handle feedbacks, compliments and initial complaints according to the complaints policy & procedure
- To ensure all messages reach the required person in a timely manner
- To ensure that attractive information displays are maintained in the reception area and other relevant parts of the premises
- To ensure that good relationships are established which create positive image of the Age UK Ealing

General

- To manage own workload efficiently
- To be part of the wider staff team
- To check and sort out daily posts and distribute accordingly at the Greenford Community Centre
- To act as a representative of Age UK Ealing when needed
- To ensure all relevant administration and reporting is completed in a timely manner as required
- To build good working relationships with colleagues, service users and external agencies
- To be flexible with their working hours
- To comply with all policies and procedures and promote Equality, Diversity & Inclusion, Safeguarding and maintain General Data Protection Regulation (GDPR) compliance
- To report any Health and Safety issues or concerns

- To support colleagues with the provision of information as requested for other functions within the organisation
- To attend team meetings, training and internal and external events as required
- Undertake other duties that may from time to time be reasonably required

Person Specification

Technical Skills	Organisational Skills	Communicative Skills
▪ Experience of delivering excellent customer service ▪ Ability to supervise volunteers. ▪ Knowledge of Equality and Diversity issues. ▪ Good IT skills, experienced in the application and use of various software packages including MS Office packages and databases. ▪ Able to act as a representative of the organisation externally and develop relationships, which generate a positive image of Age UK Ealing. ▪ Knowledge of health & safety, GDPR compliance. ▪ Awareness and knowledge of safeguarding. ▪ Able to undertake training that is necessary for the development of this post.	▪ Excellent organisational skills, including attention to detail. ▪ Ability to compile routine performance reports including statistical information. ▪ Ability to work flexibly and adapt to changing needs. ▪ Ability to meet deadlines and manage conflicting priorities. ▪ Able to reflect on own performance.	▪ Excellent communication and interpersonal skills (both oral and written). ▪ Ability to work as part of a team, as well as independently. ▪ Ability to present confidently and effectively. ▪ Personable