



## Business Support Lead

Age UK Sutton

Independent, local and proud to support later life in Sutton  
Registered Charity No 1085875 Registered Company Number 04175500



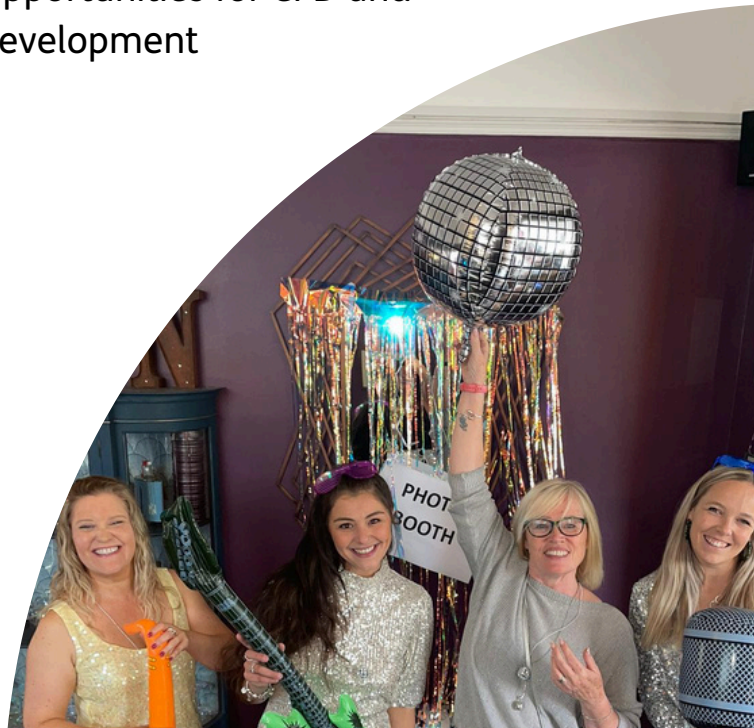
# About Age UK Sutton & working with us

Age UK Sutton is an independent, local charity with a turnover of around £1.3million. We are a brand partner of Age UK, and benefit from a network of similar small and medium sized independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

Age UK Sutton is dedicated to helping older people in our community to live well in later life. We provide vital information, expert advice and practical support to enable informed decisions on finances, health and care. As the trusted local experts in ageing well, we combine national knowledge with deep local insight and understanding to deliver accredited, high-quality services that make a real difference. From helping people prepare for later life to supporting those living it, we're here to ensure that later life in Sutton is lived well.

We strive to provide a supportive, open and vibrant working environment. We are people-centred, and that is reflected in the way we work with older people, each other and our partners. Age UK Sutton is a flexible employer and pride ourselves on being a family and carer friendly workplace.

- 25 days holiday (pro-rata) plus bank holidays and additional 5 days service rewards
- Flexible and home working opportunities available for some roles
- BUPA Employee Assistance Programme
- Opportunities for CPD and development
- Quarterly wellbeing hours



# Business Support Lead - Maternity Cover

**Salary: £30,000 FTE (£18,000 actual)**

**Hours: 21 hours per week, we are open to flexible working suggestions**

**Location: Age UK Sutton offices, Sutton Gate, Carshalton Road SM1 4LE, some remote working available**

**Responsible to: CEO**

**Contract: Temporary - 9-12 months maternity cover**

## The role:

Working directly alongside the leadership team, you will play a critical role in the smooth running of Age UK Sutton, enabling staff and trustees to work effectively to maximise the impact of the charity. You will lead on delivering the business support needs of the charity, including:

- General support to the Senior Management and wider Leadership team;
- Board and governance support;
- HR administration, including running compliance reports;
- Volunteer administration.

We are looking for someone who is adaptable and highly organised, this is a varied role supporting everyone to do their best work. As a small charity, we expect all colleagues to support key activities and collaborate together.

You will need to be able to work and communicate effectively and with confidence with people who operate at all different levels, including Trustees and volunteers.

You will have some experience of administrating meetings, including Board meetings, coordinating dates and papers and minute taking.

Some general HR awareness would be useful as this role will include HR administration, such as assisting recruitment and onboarding processes for staff and volunteers, maintaining employee records and policy compliance.

We are a warm, friendly and hard-working team, proud of our impact as we work to improve older people's lives in the Borough of Sutton. Even though this role is a support role, you will still feel the huge impact our charity has on the people of Sutton, and have opportunities to join in with delivering this.

# Key responsibilities

- Board and Trustee coordination, including organising papers and ensuring these are distributed on time, taking minutes, maintaining Trustee records and providing other Board support as required
- Managing HR administration including maintaining accurate and up to date staff files and ensuring compliance by the wider leadership team with systems and processes
- Coordinate recruitment processes ensuring a consistent and high-quality experience for candidates and employees
- Coordinate employment checks including DBS, right to work and references and effective onboarding and exit of employees
- Compliance recording and reporting, including L&D records, holiday and sickness rates etc. and submitting quality reports
- Monitoring the charity's internal policy review cycle, working with the leadership team to ensure these are up to date and compliant
- Volunteer administration, responding to applications and enquiries, connecting with volunteer managers and onboarding new volunteers, including support with induction
- Organising staff and leadership team meetings and learning and development opportunities
- General administration support to the organisation, including using programmes such as Canva and Microsoft software
- Overseeing office admin, supplies and equipment stock and liaising with building management as necessary
- Other activity to support the overall business objectives of the charity, as agreed with the CEO

# Person specification

- Highly organised, able to prioritise effectively and balance multiple tasks
- Approachable, helpful and willing to support where required
- An excellent communicator, including written, verbal and face to face interaction with a wide range of people
- Someone who is solution focused, collaborative and flexible to adapt when working as part of a wider team
- A problem solver, who can make decisions within role boundaries
- Highly competent with systems, Microsoft programmes and databases
- Some general HR awareness or similar confidential administration and record keeping experience would be beneficial
- Able to handle sensitive and confidential information appropriately and follow GDPR
- Has an understanding of when to escalate matters to a member of Senior Management

# How to apply

Please email us at [workforus@ageuksutton.org.uk](mailto:workforus@ageuksutton.org.uk) to apply, submitting a CV and supporting statement which will give you the opportunity to show how you meet the person specification.

Candidates are warmly invited to have an informal discussion before submitting their application with Charlotte, Business Support Manager:

[charlotte.growns@ageuksutton.org.uk](mailto:charlotte.growns@ageuksutton.org.uk)  
07577 130549

**Closing date for applications: Thursday 30<sup>th</sup> April**

**Interview date: Thursday 7<sup>th</sup> May**

If you cannot attend this interview date, please let us know when you submit your application. If we invite you to interview, we will always do our best to find a suitable alternative date.

We recognise that everyone is unique and may have particular needs during the recruitment process. Therefore if there is anything you would like to discuss in relation to that process, please contact us. We strive to make our recruitment process fully accessible to all applicants, including those with a disability, long term condition or anyone who may otherwise require additional support or reasonable adjustments.

An applicant's disclosure of their disability will not disqualify nor adversely affect the candidate's chances of being short listed or offered the post.