

# Job pack

A large abstract graphic composed of several overlapping, diagonal bands of color. From top-left to bottom-right, the colors are: dark blue, bright blue, magenta, orange, lime green, and light blue. The bands are separated by thin white lines.

**Business Support Officer**

## This pack contains the following sections:

- About the employer: Age UK Sutton
- How to apply
- Role description and person specification

## About the employer: Age UK Sutton

Age UK Sutton (AUKS) is an independent, local charity with a turnover of around £1.3m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar small independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with 35 staff, some part-time, and a cohort of up to 50 further workers delivering variable hours in our 'Help at Home' support services. The charity also has over 100 volunteers. Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Age UK Sutton strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer friendly workplace.

We are a founding signatory of the #ShowTheSalary campaign so we have pledged to always show the salary when we advertise roles, to help close the pay gaps that exist in the sector and give all candidates a more equal chance of a fair wage. We also encourage and welcome applications from non-graduates. If there are any reasonable qualifications required for the role we will clearly state this and explain why.

## How to apply

Candidates are invited to submit a CV, accompanied by a supporting statement detailing how they meet the person specification.

Candidates are advised to structure their supporting statement in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge.

Please send your CV and supporting statement to [charlotte.butcher@ageuksutton.org.uk](mailto:charlotte.butcher@ageuksutton.org.uk)

Candidates are warmly invited to arrange an informal discussion with the recruiting manager and former post-holder, Charlotte Butcher: [charlotte.butcher@ageuksutton.org.uk](mailto:charlotte.butcher@ageuksutton.org.uk) 07577 130549

**Deadline for applications: Monday 14<sup>th</sup> February 9am**

## The Role:

# Business Support Officer

Part time 22.5 hours per week, 6 months temporary contract (with potential to extend)  
£22,500 - £24,000 pro rata (dependent on experience)

### Role Purpose

**Responsible to:** Business Support Manager

**Based at:** Age UK Sutton Offices, 1 Carshalton Road, Sutton SM1 4LE. Flexible working hours are available to all staff. Age UK Sutton also offers Hybrid working, however as this role has a focus on office support, this role is not eligible for Hybrid Working at this stage.

The post holder will provide support to the Business Support Manager and general administration support to the wider staff team including occasional cover of CEO and Board support. The post holder will also act as office administrator for the charity, ensuring the smooth running of the work environment and supporting office resources and infrastructure to enable staff and volunteers to carry out their work safely and effectively.

You will need to be flexible, adaptable, and highly organised. We are a warm, friendly and hard working team that is proud of a continuous improvement culture and the development opportunities we offer our staff. As a small charity, we expect all colleagues to support key activities and collaborate to achieve our priorities, as well as carrying out their role-specific duties. In return for your commitment, you will have an unique opportunity to enhance the impact of Age UK Sutton as we work to improve older people's lives in the Borough of Sutton.

This role would suit an individual with administration experience, or someone looking for an entry level business support role, interested in entering the charity sector. There is significant scope for personal development in this role if the candidate desires this.

## Main duties and responsibilities (role profile)

<p><b>Support to Business Support Manager</b></p> <ul style="list-style-type: none"> <li>• General administration support to the Business Support Manager and wider staff team</li> <li>• Booking and arranging travel, venues and refreshments for meetings, booking tickets for events</li> <li>• Supporting a wide range of Age UK Sutton events including assisting attendees with registration and enquiries</li> <li>• CEO and Board of Trustees administration support e.g. formatting, collation and distribution of meeting papers</li> <li>• Ad-hoc cover for CEO and Board of Trustee support e.g. occasionally taking minutes at Board and Committee meetings</li> <li>• Supporting the Business Support Manager in Human Resources and staff engagement activity, ranging from supporting administration of onboarding new staff, to collaborating to plan and deliver staff engagement.</li> </ul>
<p><b>Administrative Tasks</b></p> <ul style="list-style-type: none"> <li>• Monitoring office supplies and stationery procurement within an annual budget</li> <li>• General office coordination to ensure the smooth running of Age UK Sutton's office and remote working e.g. coordinating post, activity to support health and safety, ensuring the office is a safe and pleasant environment</li> <li>• Working on reception, greeting visitors and taking telephone calls</li> <li>• Undertaking workstation assessments for office and remote staff, recommending and issuing equipment and monitoring self-assessments</li> <li>• Typing, compiling and preparing reports, presentations and correspondence</li> <li>• Support with fundraising and event administration, e.g. counting cash and event preparation, supporting grant and community fundraising administration</li> <li>• Miscellaneous tasks as directed by the Business Support Manager</li> </ul>
<p><b>HR and Recruitment Admin</b></p> <ul style="list-style-type: none"> <li>• Assist with staff Learning &amp; Development administration such as registering users on training platforms and delegating learning pathways</li> <li>• Recruitment, onboarding and exit administration e.g. responsible for administration of DBS and right to work checks</li> </ul>
<p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>• Be a fully participating member of the wider staff team, working with colleagues to identify opportunities for innovation, efficiency, and improvement</li> <li>• Champion and demonstrate through action a commitment to the Vision and Mission of the charity, supporting and challenging others to do the same</li> <li>• Make decisions and judgements, and problem solve to address challenges, within agreed boundaries, identifying and implementing changes that improve outcomes</li> <li>• Regularly report on plans, activity, impact and insight, to the senior team, peers and the wider organisation</li> <li>• Undertake any other duties within the competence of the post holder under the direction of the Business Support Manager as may be required from time to time for the smooth running of AUKS</li> <li>• Carry out the duties of the post in accordance with AUKS's policies and procedures including: Equal Opportunities, Health &amp; Safety, Confidentiality, Complaints, Data protection, Safeguarding Adults at Risk</li> </ul>

## Person Specification

	<b>Skills/experience</b>	<b>Essential/ Desirable</b>
<b>Support to Business Support Manager</b>	Highly organised, able to adapt working style to support evolving needs	<b>E</b>
	Excellent and demonstrable attention to detail	<b>E</b>
	Able to effectively time manage and prioritise tasks whilst remaining flexible and adaptable	<b>E</b>
	Experience of providing administrative support including formatting documents, meeting and event arrangements	<b>D</b>
	Experience of diary and correspondence management	<b>D</b>
	Competent in taking and producing minutes to a house style	<b>D</b>
<b>Admin Tasks</b>	Excellent customer/client care skills, including experience of call handling and face to face interaction with a wide range of contacts	<b>E</b>
	Solution focused, collaborative and flexible, highly capable of managing multiple tasks and priorities	<b>E</b>
	Able to assess needs for equipment, supplies and stationary and take ownership of stock levels	<b>D</b>
<b>HR and Recruitment Admin</b>	Proficient with online applications and contact management systems	<b>E</b>
	High level of personal integrity when dealing with confidential and sensitive information	<b>E</b>
	Experienced in dealing with confidential administration and records	<b>D</b>
<b>Other Duties</b>	Experience of working as part of an integrated team, and demonstrable ability to work collaboratively with colleagues in different roles	<b>E</b>
	Experience of problem solving and making decisions within role boundaries, and identifying and implementing changes that improve outcomes	<b>E</b>
	Highly competent with electronic communications and Microsoft programmes	<b>E</b>
	A demonstrable personal commitment to the Mission, Vision and Values of Age UK Sutton	<b>E</b>