



Job title	Business Support Administrator	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Student Living	Location	All campuses

## Purpose of role

The Business Support administrator is part of the wider Student Living team. Reporting to Community Engagement Manager and supported by the Business Support Manager, they will provide administrative and operational support ensuring smooth and efficient operations within the department and wider Student Living team, delivering excellent service to students, staff, and stakeholders. This position requires strong organisational skills, attention to detail, and the ability to handle multiple tasks simultaneously.

The key responsibilities of the Business Support Administrator include:

- **Administrative support:** providing comprehensive administrative support to the Accommodation Services team, including serving as a point of contact for internal and external stakeholders, participating in meetings, and identifying areas for process improvement.
- **Finance and purchasing support:** taking responsibility for accurate and timely management of finance and purchasing processes, such as raising invoices, reconciling accounts, and collaborating with stakeholders.
- **Compliance:** ensuring adherence to relevant codes of practice and guidelines, participating in audits, and maintaining accurate records and documentation.
- **Customer Service:** acting as the first point of call for all applicants, students, parents and external agencies.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<b>Financial administration and reporting</b> <ul style="list-style-type: none"><li>▪ Manage the day-to-day ordering and financial record keeping.</li><li>▪ To maintain electronic filing and archive system, ensuring information is catalogued and available for ease of retrieval, reference, storage and accurately managing retention processes.</li><li>▪ Update regular financial reports e.g. month end, income and expenditure status, debtors list and forecasting, via use of the University's financial and accounting system.</li><li>▪ Liaising with auditors and other areas of the university as appropriate.</li><li>▪ Assist with gathering information business case activities.</li><li>▪ Respond to departmental finance enquiries and resolve any daily issues and problems.</li><li>▪ Maintain and log spend on the purchase order cards record</li></ul>	40%

	<b>Main responsibilities</b> (PPrimary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
	<ul style="list-style-type: none"> <li>Ordering of goods and services in accordance with the University financial procedures and goods receipting all purchases upon delivery</li> <li>Adding new suppliers to the University approved supplier list and prepare quotations for goods and services as required.</li> </ul>	
2	<b>Governance, administrative support and customer support</b> <ul style="list-style-type: none"> <li>Contribute to the incoming customer service tool such as phone line, management of the shared mailbox and web enquires from applicants, parents, students and stakeholders.</li> <li>Provide support to working groups, task and finish groups and reviews.</li> <li>Administrative and secretarial support for key meetings.</li> <li>Provide administrative support for projects and activities.</li> <li>Maintaining and keeping filing systems up-to-date.</li> <li>Support the effective deliverance of compliance-related matters, e.g., H&amp;S, GDPR, risk assessments.</li> <li>Assisting in planning and preparation for key events, including open days and student arrivals, and collaborating with other university departments to ensure a seamless experience.</li> <li>Establishment and upkeep of professional contacts/relationships with colleagues throughout the University and external stakeholders.</li> <li>Diary and executive support to the senior Student Living team (Associate Director Student Living, Head of: Accommodation Services, Community Engagement, Residential Experience).</li> </ul>	40%
3	<b>Invoicing and payables</b> <ul style="list-style-type: none"> <li>Ensure all invoices for the department are accurately generated, issued, and payments received.</li> <li>Liaise with the university's debt control teams to chase outstanding payments.</li> <li>Contribute to the month-end processes and process transactions to ensure that all tasks are completed accordingly and the accounts present accurate financial results.</li> </ul>	15%
4	<b>Other</b> <ul style="list-style-type: none"> <li>Any other duties associated with student living appropriate to the grade and role of the post holder as directed by Head of Community Engagement, Head of Residential Experience, Head of Accommodation Services and Associate Director Student Living.</li> <li>The post holder will be required to be flexible on hours to suit the demands of the role and expected to manage their own time effectively to ensure service delivery.</li> </ul>	5%

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Good communication skills – written, verbal and interpersonal.</li> <li>▪ Excellent copywriting skills.</li> <li>▪ Attention to detail.</li> <li>▪ Good knowledge of Microsoft Office suite of tools.</li> <li>▪ Ability to work to deadlines and deal with changing circumstances.</li> <li>▪ Ability to look at research and data and identify new opportunities and creative solutions.</li> <li>▪ Problem-solving skills.</li> <li>▪ Enthusiastic and proactive approach.</li> <li>▪ Team player and willingness to be flexible and adaptable, to both audience and priorities.</li> <li>▪ Customer service focused.</li> <li>▪ Good level of numeracy and financial processes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Financial system management.</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of administrative roles and support.</li> <li>▪ Experience of working with colleagues from a range of backgrounds.</li> <li>▪ Proven ability to manage confidential situations and information with discretion.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working in a complex organisation or in a Higher Education organisation.</li> <li>▪ Experience of Microsoft Office SharePoint communications sites.</li> <li>▪ Experience of delivery focus groups and/or workshops.</li> <li>▪ Knowledge of digital analytics tools.</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Relevant experience gained within a similar role or five GCSEs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Educated to degree level or equivalent.</li> <li>▪ Communication, marketing, or market research qualification.</li> </ul>
<b>Statutory, legal or special requirements</b>	<ul style="list-style-type: none"> <li>▪ Flexible approach to work pattern and may involve evenings and weekends.</li> <li>▪ A commitment to delivery of high standards of professional service.</li> </ul>	



## Expectations and behaviours

The university has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the university's strategy, vision and values. The following are essential to the role:

<b>Valuing people</b>	Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
<b>Taking ownership</b>	Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safer, Equality, Diversity & Inclusion and other considerations.
<b>Forward thinking</b>	Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
<b>Professional pride</b>	Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
<b>Always inclusive</b>	Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

## Key relationships with others

