



Job Description: Business Support Assistant

Job title	Business Support Assistant
Salary	£25,750 FTE pro-rata £10,300 per annum actual
Working week	15 hours per week (3 days a week)
Annual Leave including bank holiday entitlement	25 days + 8 Bank Holidays (FTE) pro-rata (75 hours + 24 hours Actual)
Post holder's immediate supervisor	Chief Executive

The role

Overall aim: To provide effective business, administrative and fundraising support across Staa's charitable activities. You will provide practical day to day administrative support to the CEO, supporting fundraising activity and reporting, as well as developing, maintaining and updating central administration systems. Working alongside the management team you will support with collating project outcome and impact evidence, organise meetings and coordinate activities including steering groups.

Principle duties and responsibilities:

- Maintaining effective office systems and providing administrative support to Staa's CEO and leadership team
- Office administration including:
 - Creating and updating documents in Microsoft Office and Canva
 - Coordinating and ordering stationery and equipment.
 - Booking and coordinating meetings
 - Responding to telephone and email enquiries
 - Printing and collating documents and handouts
 - Liaising with partners and suppliers



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- Fundraising support including:
 - Maintaining accurate records of funding applications and providing application and reporting information as required
 - Gathering and collating beneficiary information to support funding applications, including participant data, quotes, feedback and outcome data
 - Gathering costings and quotations
 - Maintaining and updating fundraising systems
 - Overseeing the timely completion of funder reports
- Supporting the development of Staa's monitoring and evaluation framework and processes including:
 - Actively contributing to 'Feedback week' and other participant engagement activity
 - Updating and maintaining participation information and providing attendance and engagement reports as required.
 - Keeping our CRM database up to date through accurately recording attendances and inputting session feedback and outcomes for activities.
- Attend training as required to support organisational and project objectives
- Carrying out any other tasks which may be reasonably regarded as falling within the requirements of this role

In carrying out the responsibilities described in this job description the post holder is expected to demonstrate commitment and behaviours consistent with STAA's Equality & Diversity policy and to promote and apply this consistently with all project beneficiaries, volunteers, community members, partners, team members and colleagues.

Staff supervised by the post holder: None

Personnel Specification –

Criteria	(E) Essential (D) Desirable	Requirement	Selection Method
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Knowledge	E	Knowledge of use of Microsoft Office / 365 and CRM Databases	A/I
	D	Knowledge of the local St Ann's and wider Nottingham City Community, its local services and infrastructure	A/I
	D	Information management and data protection/ GDPR requirements	A/I
	E	Knowledge of office and administrative systems	A/I
	E	Knowledge of the charity / not for profit sector	A/I
Skills/Abilities	E	Excellent communication skills including the ability to express ideas clearly in writing	A/I
	E	Highly organised and able to organise others	A/I
	E	Able to use Microsoft Office confidently and effectively	A/I
	D	Able to use Canva	A/I
	E	Able to use CRM systems to record, evaluate and report on data	A/I
	E	Keen attention to detail and the ability to review information for accuracy	A/I
	E	Able to prioritise and manage workload, recognising when to seek support from others.	A/I
	E	High level of literacy, numeracy and IT skills	A/I
	E	Excellent record keeping and reporting skills	A/I



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	E	Able to work flexibly and adapt to changing demands and organisational need.	A/I
	E	Ability to identify opportunities for quality improvement and work positively with colleagues to identify and implement solutions	A/I
	E	Able to work effectively with others as part of a small team	I
	E	Able to recognise and handle sensitive / confidential information with discretion	I
Experience	E	3+ years' experience of office administration	A/I
	D	Experience of working in a fundraising environment	A/I
	D	Experience of providing administrative support to managers	A/I
Equality & Diversity	E	Evidence of and commitment to putting Equality Diversity and Inclusion policy and principles into practice.	A/I
Flexibility	E	Able and willing to work outside of normal working hours as required including occasional evenings and weekend days.	I
Reference / Background checks	E	Suitable references and DBS checks with no indication of unsuitability for the role	Post offer of employment