
Job Details

Job Title

Business Support Assistant

Position Number**Academic / Service Unit**

National Innovation Centre for Ageing
(NICA)

Effective Date

January 2017

Vacancy ID

A56144C

Faculty / Central Services

FMS

Grade

C

Main Purpose

To provide comprehensive clerical, administrative and reception support to the National Innovation Centre for Ageing. The post-holder will report to the PA to the Leadership Team with support and guidance from other senior members of the team.

Main Duties and Responsibilities

1. Provide clerical support to the programme team by setting up systems to manage and store information, including hard copies of documentation, which will include commercially sensitive information and will necessitate using databases or manual filing systems.
2. Act as first point of contact for client businesses, researchers, scientific and technical support staff, other staff, visitors and delivery people, dealing directly with telephone and personal enquiries where possible or directing enquiries to appropriate team members.
3. Collect and collate data required for efficient and effective preparation of progress reports and any funding claims, reporting deficiencies or problems promptly to the relevant manager.
4. Provide comprehensive secretarial support for team members and client projects including typing routine correspondence, manuscripts and grant applications, and general office duties such as photocopying and filing.
5. Provide organisational support to the programme team by managing diaries, handling post and arranging appointments to ensure that the programme runs smoothly.
6. Providing organisational support to the programme team by supporting meetings through the processing of agendas, writing up of minutes, contacting delegates etc, circulating documents to ensure that all staff are fully informed.
7. Organise and maintain effective office procedures to ensure support is maintained effectively. This will include ensuring that efficient and accessible filing systems are in place and used, participating in a system for dealing with post which involves collecting, sorting and distributing to ensure that all post is in the appropriate place, and receiving and accepting deliveries and

ensuring that they are forwarded to relevant staff members and delivery notes are returned and actioned.

8. Perform telephone duties, including dealing with general telephone enquiries, arranging and altering appointments and liaising with stakeholders.
9. Maintain and monitor systems to order stationery, office consumables and equipment to ensure a smooth running day to day working environment.
10. Research and co-ordinate travel arrangements for team members to ensure they are able to fulfil speaking obligations and attendance at meetings.
11. Participate in duties common to the efficient and effective running of the National Innovation Centre for Ageing, including participating in cross-cover arrangements with other secretarial staff to ensure absences are covered and a full service is maintained.

Dimensions

Staff

Will work as part of a team including staff of client businesses, business support staff, researchers, plus numerous other University and outside collaborators. No responsibility for managing other staff but will work alongside colleagues to provide a full support service, and may occasionally supervise people brought in on a temporary basis.

Financial

Will be responsible for completing purchase requisitions for consumables and other items needed by Centre staff. Responsible for collating expense claims and keeping records of expenses.

Customer

Regular contact with staff based in NICA and other staff across the wider University; external contacts including University, national and international collaborators and businesses.

Operational

Will provide a full range of secretarial, administrative and clerical duties to programme team members plus relevant members of client project teams.

Administrative

Will also be expected to contribute to the general running of the wider National Innovation Centre for Ageing.

Planning and Organising

The post holder will be expected to work without direct supervision and must be able to plan and prioritise own workload. They will also be expected to advise on some aspects of other people's work (where they hold the local knowledge or expertise) and to be proactive.

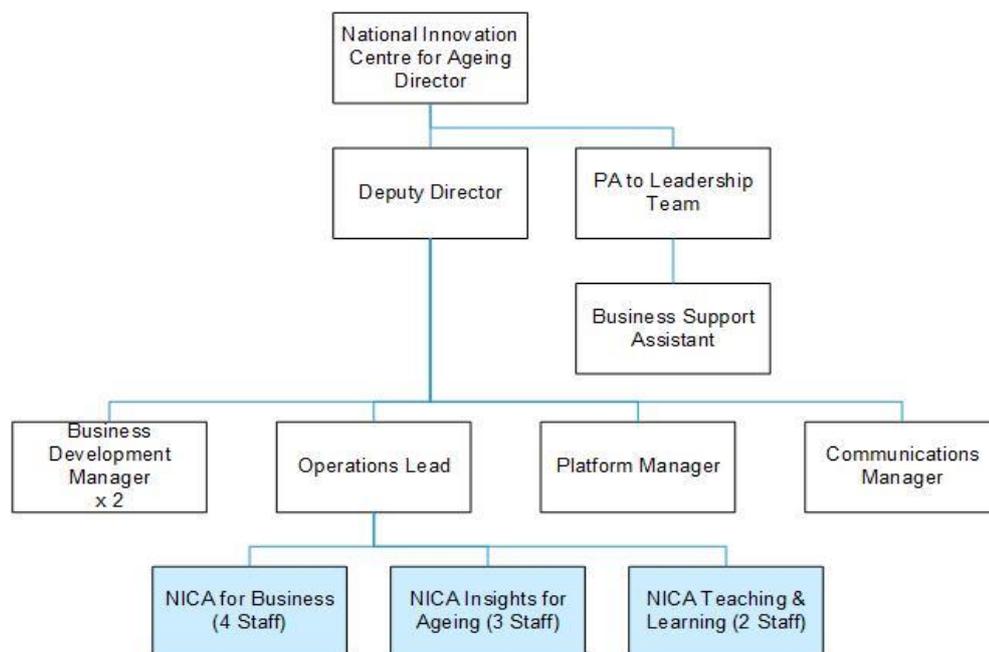
Decision Making

Decision making will generally be limited to deciding about availability for staff for meetings, taking appropriate steps to reschedule or provisionally rearrange meeting dates as necessary, and to deciding whether and to whom information should be directed during the absence of the intended recipient.

Internal and External Relationships

Internal relationships are with the programme team and client project teams, plus members of the wider National Centre and Newcastle University. External relationships would be with businesses, external collaborators and suppliers.

Organisational Chart



*NB currently not all positions have been recruited.

Person Specification

Knowledge (inc. qualifications)

Essential:

- Either academic or vocational qualifications to the level of GCSE Grades A-C, NVQ2, or RSA including a minimum Grade C in English Language and Mathematics or equivalent.

Desirable:

- Ability and willingness to develop an understanding of the aims and objectives of the programme, of client projects and how these fit with the strategy of the National Centre.
- Knowledge of University systems and procedures.

Skills (professional, technical, managerial and practical)

Essential:

- IT skills – Microsoft Word, PowerPoint, Excel, Access, internet search engines.
- Excellent written and oral communication skills.
- Excellent planning and organisational skills.
- Be able to work effectively in a team and relate well to others.
- Have excellent time management and prioritisation skills.
- Have the ability to manage information and to pay attention to detail.

- Have the ability to use initiative.
- Have the ability to develop and implement new systems and procedures.

Experience and Achievements (paid or unpaid)

Essential:

- Experience of working in a relevant role or demonstrable experience and proven track record working in a comparable setting.

Behaviours (Success Factors)

Name

Typical Behavioural Indicators

Delivering services (self)

Works continually towards achieving success through understanding and meeting or exceeding the expectations of the area, the University, students, colleagues and other stakeholders.

Communicating (self)

Uses clear, concise and accurate communication, tailoring the approach accordingly and encouraging a two way communication process

Team-working (self)

Works collaboratively with others, plays a positive role in teams and establishes and grows relationships across the organisation where different skills, expertise and opinions are valued.

Planning and Organising (self)

Manages time and resources by prioritising and organising effectively.

For full details about this vacancy and essential information on how to apply, visit our Job Vacancies web page at <http://www.ncl.ac.uk/vacancies/>

Signatures:

	Signature	Name in Capitals	Date
Job Holder:			
Manager:			
Head of Unit:			