



Business Support Administrator

Location: Hove

Up to full-time hours available

We are recruiting a Business Support Administrator to start ASAP. Itad is growing rapidly and consequently we are looking to recruit a Business Support Administrator to provide support to our Business Support Services team and the wider administrative team.

As the Business Support Administrator you will have the responsibility to ensure the day to day smooth running of the office and will be the main point of contact for IT support working with our external provider.

Successful applicants will have a degree level of education and experience of communicating effectively with a range of audiences. The work you will undertake is very diverse in its nature and you will be self-motivated, pro-active, organised and able to adapt to a wide variety of tasks, with a proven ability to work to deadlines and demonstrate attention to detail.

This is a great opportunity within Itad's administrative team and one that will allow you to work on a range of areas across our teams. Itad offers the opportunity to work in a friendly, dynamic and stimulating environment and be part of a rapidly growing team. The successful candidate should be willing to live and work in the Brighton area. Itad office hours are 9am – 5pm.

Salary in the region of £18,000 - £20,000 per annum dependent on experience, plus bonus and other benefits.

Application is by CV and covering letter to recruitment@itad.com.

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Job Description

Business Support Administrator

Responsible to:	Director, Business Services - Sarah Ockenden
Duties and responsibilities:	Co-ordinate all aspects of office administration and support to project and finance teams, and the rest of the Business Support Services team.

Itad is a consultancy company providing technical expertise to international development programmes, projects and institutions. The work covers a range of sectors, including natural resources, water management, HIV/AIDS, governance, aid effectiveness, and social development. Within the broad development sector, Itad is best known for its work in Monitoring and Evaluation (M&E) and undertakes institutional and programme evaluations as well as designing M&E systems for development institutions and government departments. For more information see our website www.itad.com.

The role of Business Support Administrator has been created within our Business Support Services (BSS) pool to co-ordinate the smooth running of the central office function. You will work closely with the Business Support Director (BSD), the Business Support Assistant (BSA), the Travel Assistant (TA) and Business Development team.

Your work and specific responsibilities will include:

Operate the smooth running of the office:

- Management of office processes and procedures, ensuring that they are fit for purpose and are followed
- Facilities management (e.g. recycling, kitchen), office equipment coordination
- Answering the telephone and door, dealing with enquiries
- Dealing with incoming and outgoing correspondence, organising couriers
- Taking and circulating minutes of office meetings
- Administrative support on request to Itad staff
- Ordering office (and kitchen) supplies and consumables
- Ensuring accuracy of office calendar and out of office answerphone
- Coordinating maintenance of office fixings & equipment and ensuring they are fit for purpose
- Day to day supplier contract management. Gathers quotes and information regarding new suppliers for the BSD to review
- Management of office filing
- Management of the clear and hot desk policies
- Assist the BSA in follow up actions to health and safety risk assessments
- Oversight of the calendar bookings

Central coordination of IT:

- Main point of contact for IT helpdesk and liaising with IT support company
- Ordering and coordination of new office equipment and setup
- Supporting staff with IT queries where possible
- Overseeing the maintenance of Itad servers
- Support Itad systems maintenance and upgrade

Travel and duty of care:

- Supports and covers the TA when required in arranging flights, visas and hotels and in applying Itad's Duty of Care policy

Business Development and Project support:

- Managing and co-ordinating of in-house meetings and conferences
- Assistance in bid preparation when required
- Assisting in the preparation of documents, photocopying and document binding
- Supporting the finance team when needed including sending out remittance advice and filing
- Formatting and logging CVs

Fee Earning Work (when opportunities arise):

- Proof reading and survey coordination and analysis

Other:

- Induct new staff to office processes and procedures
- Any other duties required by the line manager appropriate to the role

Applicant Requirements

The successful applicant must be an excellent communicator, both on the phone and by email, flexible in approach and enjoy being part of a team as well as able to show initiative in solving problems in an analytical and practical way. As a central support role to all Itad staff, the ability to prioritise appropriately and organise work methodically is essential. Dealing with travel arrangements, and supporting projects and bids requires close attention to detail and working to deadlines.

The role demands a good level of computer literacy, particularly in the use of MS Office suite (Word, PowerPoint and Excel), email, intranet and simple website maintenance. A minimum of one year's office experience is essential, preferably within a similar consultancy company environment.