

Business Support Lead

Person specification:

Qualifications/Training:	*E or D	**A or I
Excellent literacy and numeracy skills	E	A
Business & administration support qualification	E	A
IT and Computer literate	E	A
Undertake training to develop skills and knowledge as agreed via appraisals	E	A
Knowledge:		
Understand the importance of data collection, analysis and storage in line with GDPR.	E	A & I
Delivery of accurate and timely information relating to service delivery KPI's and milestones.	E	A & I
Charity Commission and Company House requirements in relation to governance and compliance	D	A & I
Financial awareness and ability to manage finances.	E	A & I
Person Centred approach	D	A & I
Knowledge of disability issues	E	A & I
To understand the role of risk taking and its consequences	E	A & I
Experience:		
Proven business support role	E	A & I
Strong organisational skills	E	A & I
Working successfully with a wide range of stakeholders to support the delivery of Centre 81's services.	E	A & I
Understanding the importance of KPIs and different ways to capture and report information in a timely manner.	E	A & I
Contribute to grant applications, monitoring and completing mid and end term progress reports.	E	A & I
Maintain and promote the highest standards of data quality ensuring reliable, accurate and timely information is available at all times	E	A & I
Facilitate effective communication and distribution of documentation, project updates and reports both internal and external	E	A & I
Person Centred work	D	A & I
Direct work with individuals who have a physical or sensory disability	D	A & I
Abilities:		
Develop and maintain professional working relationships	E	A & I
Excellent interpersonal skills	E	A & I
Ability to work with confidential and sensitive data	E	A & I
Demonstrable skills in supporting performance management; data analysis and problem solving	E	A & I
Coordinate board and project meetings including agenda setting, minute taking and the booking of rooms and catering	E	A & I
Creative yet analytical with a logical mind and an eye for detail	D	A & I

*E – Essential. D – Desirable. ** - A – application. I – Interview.

Ability to prioritise, multi-task and co-ordinate workloads and work under pressure to meet deadlines	E	A & I
Good time management skills	E	A & I
High level of commitment and positive “can do” attitude	E	A & I
To implement and positively promote equal opportunities in service delivery and employment practices.	E	A & I
To take due responsibility and set an example for the health and safety of yourself and other individuals	E	A & I
To demonstrate ownership of your role and act as a role model promoting a healthy, happy and positive environment for all.	E	I
To establish and maintain good working relationships with colleagues,	E	I
To establish and maintain good working relationships with volunteers and assist employed staff to understand the importance of the volunteer’s role.	E	I
Ability to work flexibly and attend evening meetings as required	E	A & I