

Business Support Officer

Basic information

Band: F

Job family: Business Services

Terms: Fixed term contract (one year)

Location: Cheltenham

Reports to: Business Manager (Technology and Operations)

Team: Business and Resource

Business unit: Technology and Operations



Role purpose:

- Provide high quality support to the Technology and Operations Senior Management Team (SMT), to ensure the smooth running of the Business Unit (BU) and enable the SMT to meet and deliver on its core change and corporate obligations. The role holder will provide administrative support to the SMT, covering a wide range of tasks and activities including (but not limited to) procurement coordination, travel and logistics, department meetings and off-site activities, diary management, meeting coordination, and minute taking for key SMT-led meetings and Boards.
- The role holder will report to the Business Manager (Technology and Operations) and provide cover for the Business and Resource Team when required.

Key duties and responsibilities:

- Ad hoc diary and inbox management, meeting bookings, support for key events, maintaining risk and action logs.
- Accountable for the efficient running of Boards and key meetings.
- Note taking for Boards and key meetings.
- Organising off-site events led by SMT members.
- Raising purchase orders and receipting expenditure on eReqs.
- Assist Business Manager with collating and maintaining all documents relating to business continuity, including call cascade activities.
- Coordination of all SMT travel and accommodation requests (domestic and international).

- Act as a point of contact for the SMT and deal with queries from internal stakeholders and other BUs.
- Create and maintain content and presentation collateral for the SMT as required.
- Support the Business Manager in coordinating the annual festive event in December, and any other ad hoc events throughout the year.
- Collate information from the SMT members to support the production of corporate reports, including Board and CEO reports.
- Assist the Business and Resource Team with administrative duties for ad hoc project work when requested.
- Provide support to the resourcing element of the team when capacity allows.

Stakeholders:

Internal:

- Technology and Operations SMT
- Business Manager (Technology and Operations)
- Business and Resource Lead
- Corporate Governance
- Finance, Procurement, and OD

Accountabilities:

Financial authorities:

- None.

Non-financial authorities:

- To make recommendations as to the continuous improvement of support processes.

Person specification:

- High quality organisational skills are key, yet the role holder will also have to be flexible enough to respond to changing situations.
- Able to effectively manage and prioritise own activity.
- Good accuracy and attention to detail with all tasks.
- Highly competent in the use of MS Office suite – specifically Word, Excel, and PowerPoint.
- An understanding of the importance of correctly handling and storing confidential information.
- Excellent communication skills, with the ability to determine who needs to be kept informed on specific topics.
- Confident dealing with people at all levels of an organisation, to build strong relationships and challenge when necessary.
- A team player with the ability to take the lead when necessary.
- Keen to learn and progress, with a very flexible approach to work.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.