

The Albion Foundation

Business Operations Administrator - Job Description



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Job Title:	Business Operations Administrator
Reports to:	Head of Operations
Contract Term	12 months Fixed Term, Full time 37.5 hours per week
Salary Band:	Foundation Band 5
Salary:	£17,550 - £19,999
Job Purpose	
To provide administrative support to all delivery departments and Business Operations at The Albion Foundation.	
The Person	
<p>You will have experience of working within a busy administrative position providing support to the wider organisation and have an intermediate level understanding and use of Microsoft's suite of applications. Experience of using financial, CRM and data systems (such as Participant UK/VIEWS/Opera) would be advantageous.</p> <p>You should be a self-starter and be keen to take on new challenges, be proactive in your approach to taking on tasks in a timely and accurate manner.</p> <p>We are looking for someone with excellent interpersonal skills that can demonstrate passion, commitment and have a focus on personal development to supplement the Foundations core values of Going Above & Beyond, Finding a Better Way, Inspiring to Achieve and Showing Integrity.</p>	
Duties & Responsibilities	
<ul style="list-style-type: none"> • Responsible for the set-up, configuration and monitoring of sessions/event registrations using the Participant UK booking system. • Support with the administration of general operations including HR, Facilities Management, Quality Assurance, Risk Management, Health and Safety. • Support the Media & Marketing, Impact & Performance, Finance, Fundraising & Events teams as part of the Business Operations dept. • Maintain updates to the Foundation's internal Microsoft Sharepoint site • Maintain updates to the Foundation's policies and procedures. • Provide administration support to the Foundation's delivery functions (Wellbeing, Behaviour Change and Active lifestyles). • Support with kit allocations for all Foundation staff, volunteers and teams. • Facilitate WBA FC matchday ticket allocations & prizes for the Foundation's competition winners, participants and partners. • Manage shared mailboxes and respond to 3rd party enquiries. • Manage fleet vehicle and meeting room bookings/diaries, including Foundation bookings at The Hawthorns Stadium. • Manage incoming/outgoing post and phone calls, process payments, produce letters & certificates, process stationery and equipment orders and supplies • Undertake other responsibilities as required, this may include an ad-hoc requirement to support initiatives out of hours. 	

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Business Operations Administrator

- Person Specification



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Qualifications	Essential	Desirable	Measured
A Levels or equivalent	✓		Application
5 GCSEs (grade C or above) including Maths and English	✓		Application
Level 4 or above Administrative / Business related qualification		✓	Application
Knowledge			
Understanding of administration systems/software	✓		Application/interview
Understanding of data protection systems & policies		✓	Application/interview
Understanding of financial systems and software		✓	Application/interview
Skills			
Able to work independently using own initiative and be able to prioritise tasks effectively	✓		Application/interview
Excellent planning and organisational skills with an ability to work quickly and accurately to meet deadlines	✓		Application/interview/ Assessment
Attention to detail and ability to problem solve through investigations and input from others	✓		Application/interview/ Assessment
Intermediate IT skills to include Microsoft Office including Sharepoint	✓		Application/interview/ Assessment
Effective communicator (written & verbal)	✓		Application/interview
Experience			
A minimum of 2 years' experience within an administrative environment	✓		Application/interview

A minimum of 2 years' experience within HR or Financial Services		✓	Application/interview
Commitment to personal development and a willingness to undertake training as required	✓		Application/interview
Experience of providing a high standard of service to internal and external stakeholders	✓		Application/interview
Personal			
To have a high level of confidentiality	✓		Interview
Strive to achieve 'The Albion Foundation's Core Values'	✓		Application/interview
Hold a valid driving licence and have access to own transport		✓	Application