

Job Description			
Job Title	Commercial Business Administrator		
Reports To	Commercial Department	Accountable to:	Commercial Director
Location	Head Office	Salary (per annum)	£23-£28k

#### Purpose of the Role

To provide administrative support to a fast-paced commercial team, support Business Development Managers, Bid Writer, Marketing team and Referral Co-ordinator to support with all administration duties such as reports, note taking, appointment setting, information co-ordination and accurate record keeping.

#### Main Responsibilities and Duties

- Assisting and supporting the Commercial Team with all administration duties.
- Dealing with any queries / requests from internal and external parties accurately, within a timely manner and to deadlines set.
- Ensure all administration paperwork is uploaded to share point accurately and then sent to the appropriate people / department.
- Completing and sending accurate reports and records, including mileage forms & expenses, by the required deadline.
- Setting meetings as required within the department.
- Processing starter and leaver information on CRM systems in a timely manner.
- Ensuring archiving, filing, and other administrative duties are completed to a high standard.
- Maintaining stock levels of marketing materials and re-ordering via company finance procedures including processing Invoices and POs.
- Creating meeting minutes quickly and accurately within company guidelines and maintaining diary management.
- Responsibility for checking all training is complete and inputted accurately (internal LMS etc).
- Handling incoming and outgoing calls in a friendly and sensitive manner.
- Welcoming visitors in a friendly and professional manner and offering refreshments where appropriate.
- Dealing with services in a professional and courteous way and reporting any issues in accordance with company protocol and following up regularly until completed.
- Work within and implement our policies and procedures, including confidentiality and safeguarding.

- Conduct regular auditing of CRM systems, reports and records.
- Complete ad-hoc training on administrative systems and processes as and when required. Ensuring best practice is delivered across the services.
- Travel between regional offices may be required on occasions.
- Ad- hoc duties relevant to your role, as well as cover at other sites to support business needs.

#### Key Performance Indicators

1. Assisting Commercial team with administration duties
2. Adhering to procedures and protocols
3. Stock ordering, PO & Invoices
4. Communication
5. Training & compliance

#### Responsibilities of All Employees

##### **Professional**

- To develop your practice through the supervision and appraisal process, ensuring your continuous professional development needs are identified and addressed.
- Aim to keep up to date with relevant training relating to the role.

##### **Teamwork**

- Carry out other similar reasonable duties according to the business needs
- Works well with other colleagues and demonstrates respect towards others.
- Acts as a positive role model to both tenants and offers support to new staff.
- Demonstrates flexibility to deliver a high-quality service.
- Deals with issues promptly and notifies the team leader if assistance is needed.
- Demonstrates honesty and integrity towards others.
- Understands the importance of maintaining professional boundaries.

##### **Health, Safety and Security**

- To contribute to the maintenance of safe and secure learning and care environments. This includes taking the appropriate action in the event of an emergency.
- A duty exists (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the workplace hazards and evaluate and take action to reduce the risks. You are expected to comply with safety rules and procedures and ensure that nothing you do or fail to do puts yourself or others at risk.

##### **Equality and Diversity**

- To ensure that people with whom you have contacted have equal opportunities, acknowledge their differences, and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Northern Healthcare policies.

##### **Safeguarding and Duty of Care**

- It is everyone's responsibility to ensure that everything possible is done to protect individuals in our care from abuse of a physical, sexual, neglectful, financial, or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect. Your legal duty of

care extends to those you support, yourself, your colleagues and anybody else who is present in your work setting.

**Self-Development**

- Undertake any training relevant to the requirements of the role

**Confidentiality**

- Adhere to data protection procedures, ensuring that sensitive business data remains confidential

**Disclosure & Barring Service (DBS)**

- Due to the nature of the role, we will pay for you to complete a standard Disclosure & Barring Service (DBS) check, before starting with us and is renewed every 3 years.

The tasks and responsibilities listed are not exhaustive and are a guide to core service delivery. These duties are subject to periodic review and may be amended to meet the changing needs of the business.

Personal Specification			
Qualifications	Essential	Desirable	Assessment Method
6 GCSE's Grade C or above	X		Application Form & Interview
NVQ Business Administration Level I, II, III		X	
Experience			
Evidence of working within a customer service/ office environment	X		Application Form & Interview
Ability to work well under pressure and manage multiple tasks simultaneously	X		
Ability to work in a standalone role	X		
Competent use of Microsoft Office programmes	X		
Skills/Technical Skills			
Range of practical skills which are relevant to the post		X	Application Form & Interview
Excellent customer service skills	X		
Ability to plan and organise workload, with strong attention to detail	X		
Personal Competencies			
Passion for our valued behaviours	X		Interview
Passion for helping others and mental health	X		
Good communication skills and Interpersonal skills. Maintaining a positive attitude	X		
Maintain professional boundaries	X		
Compassionate, trustworthy, honest and resilient	X		
Self-awareness, good communication and interpersonal skills	X		
Respect for privacy and confidentiality	X		

I have received, reviewed and fully understand the job description for Business Administrator with Northern Healthcare.

I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_