**Job Description**

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| **Post Title** | Business Support Services Administrator |
| **Salary** | £25-£28k |
| **Hours** | Full time hours operate for 37.5 hpw between 8.30am and 5.00pm, Mondays to Fridays inclusive of an unpaid lunch break of an hour.  In addition, employees may be required to work such additional hours as may be necessary for the proper performance of their duties. |
| **Reporting Lines.** | This post reports to the Director of Finance and Business Support Services. |

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| **The Organisation and our values:**  EduCare Learning Ltd is the UK’s leading provider of essential duty of care and safeguarding e-learning.  Our mission is to create a safer environment for children, young people and adults at risk. We achieve this by eliminating ignorance and encouraging best practice. We are in the business of changing perceptions and behaviours through essential safeguarding and duty of care online interactive courses. Over 5,000,000 people have completed an EduCare course and we work with many recognisable household names, from Eton College to UK Athletics.  In addition to EduCare’s standard courses, we create bespoke e-learning courses for organisations such as West Midlands Ambulance Service, Macmillan Cancer Support, Catholic Safeguarding Advisory Service and many more.  EduCare We are compliant to BSI ISO quality and Investors in People standards. |

**The main purpose of the role**

This is a fantastic opportunity to work with growing business of 50+ staff to administer all facilities management and business support services - with great career potential.

* Responsible for ensuring that the day to day running of the EduCare office is undertaken safely, efficiently and effectively, at all times with a can-do attitude and to support the staff.
* Provide a positive working environment in each office, appropriate to organisational needs.
* Overseeing and agreeing contracts and providers for services including utilities, cleaning, and technology etc.
* Advising the business on increasing energy efficiency and cost-effectiveness.
* Overseeing building projects, renovations or refurbishments.
* Helping the business to relocate to new offices.
* Drafting reports and making written recommendations.

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| **Key Responsibilities and Tasks:**   * Coordinate and execute administrative activities for the support services including:   + Human Resources   + Staff Inductions, training and communications   + Lean business processes and administration of quality marks (IiP and BSI) * Purchasing and maintaining inventory of office supplies and equipment in accordance with EduCare purchasing policies and budgetary guidelines. * Manage the day-to-day operations of facility, including, but not limited to, office equipment (e.g. telephones, headsets, photocopiers, IT equipment, general repairs and installations, building service requests, facility inspections, etc.). * Correspond with management regarding issues including, but not limited to, fire, safety/code, security, locks, cleaning and emergencies. * Serves as facilities emergency response coordinator. * Act as the main point of contact between end users and contactors. * Coordinate the works of the contractors, such as desktop support, alarm systems, building maintenance, cleaning contractors. * Be responsible for Health and Safety - carry out staff induction training, floor walks and document accordingly. * Be proactive in logging jobs with helpdesk and manage through completion. * This list is not exhaustive, and you may be asked to complete other tasks from time to time by your line manager or other members of the management team. |

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| **Health & Safety**  The post holder must comply with Company’s health and safety policy and in particular is required:   * To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions * To cooperate with their line manager to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required * Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare * To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements. * This specific role is office based and will require the post holder to sit and use standard office VDU equipment for prolonged periods of time. |

**Person Specification**

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| **Qualification** | NVQ level 3 qualification or equivalent/experience in facilities management and human resources. |
| **Experience and Knowledge** | 2+ years’ experience of working in business support services, administration, project management.  Practical experience creating logical processes/workflows.  Excellent IT skills and proficient in Office software. |
| **Skills/Abilities** | Commercially aware  Technically minded (process/workflow).  Excellent organisation skills and ability to work to deadlines within agreed parameters.  Excellent attention to detail.  Proactive, goal driven (tenacious).  Strong communication skills (written, verbal, presentation) with the ability to explain technical subjects to non-technical end users.  Determined and persuasive approach.  Excellent problem-solving skills for both internal and external customers.  Strong team player but still a self-starter.  Negotiation skills.  Patience and empathy.  Professional.  Logical approach. |
| **Circumstances** | Have a very positive work attitude including flexibility and willingness to work some longer hours during peak periods as required.  The post holder may be required to attend business meetings off site, therefore a full driving licence and vehicle is required. |
| **Equality and Diversity** | Every employee is required to assist the Company meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination. Post holders are accountable for carrying out all duties and responsibilities with due regard to the Company Anti-Harassment and Bullying and Dignity at Work policies. |