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| **ROLE PROFILE** |
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| **Job Title:** | Specialist (Strategic Business Unit Coordinator) | **Department:** | Business Support |
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| **Job Holder:** |  | **Date:** | May 2019 |
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| **1** | **MAIN PURPOSE OF THE ROLE** |
|  | The post holder is responsible for the efficient and professional direction and operation of administrative activities for the Strategic Business Unit (SBU). Responsible for managing general office communications and processes, and leading on SBU priorities. Providing confidentiality and formality in conjunction with strong interpersonal and communication skills to provide professional administration support. A vital member of the SBU working within the matrix structure in a dynamic team environment.Situated at the heart of much of what the SBU does, they will have a genuine responsibility to identify and implement effective ways of working, and to act as a steady anchor for a dynamic and busy team.  |
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| **2** | **SCOPE OF ROLE (Key Accountabilities)** |
|  | * Work closely with the Head of Operations (HoO) to support them in delivery of the day to day requirements of the SBU, but also as part of the wider administration team to deliver quality administrative services to the enterprise;
* High level administrative support to the HoO and team, communicating effectively to internal and external stakeholders, meeting administration and preparation of reports/documents;
* Provide effective day-to-day communication within the SBU, acting as principal source of information and first point of contact, delegating information/tasks effectively and progressing matters as appropriate on the HoOs behalf;
* Ensure compliance with relevant policy, procedures, contractual and legislative obligations.

As part of the matrix structure, the Specialist - SBU Coordinator will:* Provide overall administrative support to the HoO, including proactive management of ever-changing and often over-committed, high complex diaries. This will include booking meetings and co-ordinating availability both internally and externally;
* Provide secretariat support for key meetings for the SBU, including preparation of agenda, collating and formatting papers, producing minutes, and ensuring follow-up actions are progressed;
* Create/manage effective systems and processes, ensuring an effective administrative function in the SBU, including responding to correspondence, basic finance and people information, and SBU information management including data protection;
* Act as first point of contact for internal and external stakeholders, answering the SBU phone, directing queries to relevant team members, or responding directly where appropriate;
* Manage the SBU’s office space(s) to ensure efficient management and upkeep of physical spaces, including management of office resources, key colleague information, and booking travel & accommodation. Meeting and greeting visitors and arranging hospitality;
* Supporting events management, ensuring that events are efficient, including booking venue, resources, catering, and acting as front of house;
* Collate and prepare reports and presentations, including monthly performance reports, and support with bid preparation and presentation material as required, writing and formatting to a high standard with accurate proof-reading;
* Work closely with the other SBU Coordinators, ensuring coordination across the SBUs and acting as cover for absences;
* Lead and/or assist on ad-hoc projects as requested by the HoO;
* To make positive contributions to all internal and external quality and/or best practice measures/processes; and
* Any other duties as may reasonably be required by the SBU or administration function.
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| **3** | **EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL** |
|  | * Able to demonstrate the competencies required to undertake this post;
* Desirable to have a qualification in a related field at HNC/HND level;
* Ability to work with a great degree of autonomy and think on their feet, making day-to-day decisions without constant referral to their line manager who will assist with more complex issues;
* Effective verbal and written communication skills to ensure effective reporting and customer service;
* Able to exercise absolute discretion and confidentiality;
* Effective interpersonal skills and productive relationship building, having the tact and diplomacy to ensure relationships are maintained effectively;
* Analytical and problem solving capability;
* Friendly self-starter with a ‘can-do’ attitude and the ability to work flexibly as part of a dynamic and fast-paced team;
* Demonstrable experience of coordinating support in a busy office environment over a minimum of 2 year period;
* To be able to work with versatility meeting unexpected, very tight deadlines on occasion, and being able to prioritise as required;
* Highly competent IT skills across standard Microsoft packages (Word, Excel, PowerPoint, Outlook) and interested in further developing their IT effectiveness. Experience of Visio & Microsoft Project desirable;
* An understanding and experience of committee/meeting administration with highly competent note-taking, and minute writing capability;
* Experience in producing high quality professional presentations/communications, especially accurate editing and proof-reading with strong attention to detail;
* Experience of researching, collating and writing briefing materials and management information/reports;
* Good numeracy skills, with an understanding of budgets and financial reporting;
* Understanding of the key streams of work in relation to the strategic development of the business unit; and
* Typing speed of at least 50 words per minute with 95% accuracy.
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| **4** | **ADDITIONAL REQUIREMENTS** |
|  | * Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, clients and colleagues
* Role model for Equality, Diversity and Inclusiveness
* Subject to appropriate security and background checks
* All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework
* Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication
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