APPLICATION PROCESS & BENEFITS

Applications should be in the form of a tailored CV which clearly addresses the criteria detailed on the Person Specification. Please also include a cover letter outlining why you believe you are the best candidate for this role and please also indicate what role you are interested in (or if interested in both roles).

**CVs submitted without an accompanying cover letter will not be accepted.**

Email your CV, Cover Letter and completed Employee Monitoring form to: [melanie.doherty@bitcni.org.uk](mailto:melanie.doherty@bitcni.org.uk).

**The closing date for receipt of applications is Monday 16 August 4:00 pm.**

Diversity and Inclusion

Business in the Community embraces, respects and values the difference in its employees and is committed to creating and maintaining an inclusive environment that consists of fairness, dignity, and caring for everyone, and one that enables every employee to flourish and realise their potential.

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| **What are the benefits of working at BITC?** | |
| **What are my hours?** | The standard working day is 09:00-17:00 with an hour for lunch each day. Flexible arrangements are possible. |
| **How much holiday do I get?** | Annual leave starts at 25 days per year and after 5 years it goes up 1 day per year until you have 30 days per year. |
| **Will you help me develop?** | We provide ongoing learning and development for everyone at BITC. |
| **Are there financial benefits?** | We offer an interest free season ticket loan; we also offer membership to the HMRC cycle hire scheme across the UK. |
| **Can I get childcare vouchers?** | Yes, BITC participates in the HMRC recognised childcare vouchers salary scheme. |
| **Will I be able to save for a pension?** | Yes, we operate a group personal pension scheme. BITC will contribute up to 6% of salary and the individual contributes a minimum of 2.5%. We operate this as a salary exchange and BITC also contributes the resulting NI saving into your pension. |
| **What if something happens to me?** | Payment of four times the annual salary will be paid to the estate of any individual in the event of death while they are employed at BITC. |
| **On completion of a satisfactory probationary period we offer staff** | |
| **What about my wellbeing?** | We offer membership of Westfield Health with Business in the Community paying Level 1 membership for all employees with the option for staff to upgrade their level. |
| **Perks** | Perks is an online employee benefits platform that works with great retailers to provide market-leading offers and discounts to UK employees. |
| **Business mobile phone** | We offer business phones to team members who meet a set criteria. |

JOB DESCRIPTION

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| **Role** | Team Administrator |
| **Department** | Membership Engagement |
| **Contract** | Permanent |
| **Location** | Bridge House, Belfast |
| **Reports to** | Deputy Managing Director |
| **Salary** | £17,500.00 - £20,000.00 Per Annum |

Who we are?

We exist to build healthy communities with successful businesses at their heart. Business in the Community (BITCNI) – the Responsible Business Network in Northern Ireland – is a business-led membership organisation made up of progressive businesses of all sizes who understand that the prosperity of business and society are mutually dependent.

In the spirit of being a responsible business, our members are signed up to:

**Being the best, they can** be in delivering social, environmental and economic sustainability across all areas of their business.

**Join with other businesses** to bring together their collective strength and be a force for good.

What we do

We set a course for responsible business.

We use our Responsible Business Map to guide members on a journey of continuous improvement, working across the whole responsible business agenda. From community engagement to employment, diversity and the circular economy, we offer expert advice and specialist resources, driving best practice by convening, sharing learning and recognising great performance across our influential Network.

Through participation in Business in the Community’s ground-breaking campaigns and programmes, businesses can collaborate and help to bring about lasting change on a wider scale which benefits both business and society.

Purpose of Job

To provide an efficient and professional support service to Business in the Community’s core areas of work.

To provide an efficient and professional telephone and receptionist service to the BITC team, visitors to the office and tenants.

To co-ordinate our member engagement activities and our CRM function.

To support our Public Affairs activities.

To support the Operations Director as required in the running of the office.

Main Responsibilities / Accountabilities

1. To provide a professional, confidential and efficient administrative support service to your programme area/areas of work, carrying out duties as allocated by the managers that you support.
2. To ensure a high level of customer service to member companies, external partners and agencies, suppliers, Bridge House tenants, team members and any other customers.
3. To manage your workload effectively, providing timely feedback on tasks and seeking support if targets/tasks are behind.
4. To use office resources to ensure maximum efficiencies and in particular our suite of Microsoft packages, our CRM database and other IT systems.
5. To provide weekly reception cover as per the agreed rota and to arrange cover in your absence.
6. To provide a high level of diary management support to the managers that you work with. This will include making phone calls, checking diaries internally, scheduling meetings, booking rooms, carrying out meeting related tasks such as invoicing, printing, setting reminders and making reminder calls.
7. To provide a high level of support in the organisation and co-ordination of events and to attend such events when appropriate. Occasionally this may involve unsocial hours and travel.
8. To organise and participate in regular team and campaign meetings and to record action points for such meetings as appropriate and carry out relevant follow up actions.
9. To support the production of monthly and quarterly reports and to keep relevant systems up to date on an ongoing basis.
10. To manage regular telephone calls and phone rounds – setting up appointments, following up correspondence, making enquiries and gaining confirmation of attendance at events and meetings.
11. To produce and edit presentations to a high standard for members of the team(s) you support.
12. To provide induction support to new members to your programme area, including basic IT training.
13. To manage regular mailings and e-mailings, ensuring that our CRM database system is up to date and all information is accurate and current.
14. To ensure that meeting rooms are prepared in advance of external meetings including any IT set up requirements.
15. To provide telephone support on an ongoing basis, answering external and internal calls in a professional and efficient manner whilst ensuring effective use of and reference to the office diary system.
16. To communicate effectively with your team members including efficient use of regular one-to-one meetings; via your appraisal; timely updates both face to face and via email.
17. To contribute to the promotion of health, safety and security within your workplace. To consider and manage the safeguarding of any young people or vulnerable adults that you or your team come into contact with through your work.
18. To develop a comprehensive knowledge of BITC’s procedures and policies and to adhere to these.

Do note that the programme/team area that you support can change in line with business need and additional tasks or projects may be added as the business grows and/or gains new contracts.

The post holder may be required to carry out other duties that are reasonably to be considered as within the scope and purpose of the job and the aptitudes of the job holder.

This job description reflects the current requirements of the post. As duties and responsibilities change and develop due to changes in organisational and other circumstances, so the actual duties and responsibilities will vary from the particulars of this job description.

**Special working conditions**

The post holder may be required to work remotely, or from home on occasion. Home working will require the appropriate desk/working set up in line with health and safety guidelines which will be outlined at induction.

Diversity and Inclusion

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PERSON SPECIFICATION

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| **Experience** | * Proven track record of working with business people, managing your own workload and having the ability to work on your own and as part of a team |
| **Essential Skills** | * English Language GCSE Grade C or equivalent \* * At least one years’ recent experience working in an administrative role * Text Processing Level 2 (RSA/OCR or equivalent) * Strong IT skills, including experience of Microsoft Windows applications * Excellent numeracy, literacy and proofreading skills * Excellent communication and telephone skills/manner * Excellent time management and organisational skills and the ability to work on own initiative * Good writing skills and the ability to initiate business correspondence * Ability to deal with people at all levels * Excellent interpersonal skills * A team player who can adapt to change * Access to transport for business use   \* Applications will be welcomed from candidates with exceptional experience but who do not possess formal qualifications. |
| **Desirable Skills** | * Additional qualifications and experience relevant to a career in the administrative field * At least two years’ recent experience working in a similar role * Relevant IT certificates/qualifications * Experience of CRM systems * Programme Management experience |
| **Personal attributes** | * Enthusiastic and keen to learn and develop * Committed to customer service * Attention to detail and committed to working to a high standard * Flexible, positive and pro-active approach to work |
| **Behaviours** | * Act in accordance with Business in the Community’s values: * Creativity * Passion * Collaboration * Integrity * Recognise the implications of working within a charity * Be enthusiastic and keen to learn and develop * Show commitment to customer service * Give attention to detail and be committed to working to a high standard * Demonstrate a flexible, positive, pro-active and open-mindedness approach to work * Give feedback and support |

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| **Confidential: Employee Monitoring Questionnaire** | | | | | |
| **Position:** | Team Administrator | | **Ref:** |  | |
| Community background | | | | | |
| We are an Equal Opportunities employer. It is our policy not to discriminate on any grounds including religious belief, political opinion, race, colour, nationality, sex, sexual orientation, marital status, disability and age. We practice equality of opportunity in employment and select the best person for the job.  To demonstrate our commitment to equality of opportunity in employment we need to monitor the community background of our employees, as required by the Fair Employment Act 1989.  Regardless of whether we practice our religion, most of us in Northern Ireland are seen as either Catholic or Protestant. We are therefore asking you to indicate your community background by ticking in the appropriate box below: | | | | | |
| I am a member of the Protestant community | | | | |  |
| I am a member of the Roman Catholic community | | | | |  |
| I am a member of neither the Protestant nor Roman Catholic community | | | | |  |
| If you do not answer the above question, we are encouraged to use the residuary method of making a determination, which means that we can make a determination as to your community background on the basis of the personal information supplied by you in your application form/CV. | | | | | |
| Gender | | | | | |
| Please indicate whether you are: | | Female  Male | | | |

**Note:** If you answer these questions about community background and sex you are obliged to do so truthfully, as it is a criminal offence under the Fair Employment (Monitoring) Regulations (NI) 1999 to knowingly give false answers to these questions.