



<b>Job Title</b>	Business Hub Administrator
<b>Reports to</b>	Hub Manager
<b>Division</b>	Entrepreneurship & Start-up
<b>Location</b>	Shared Prosperity Fund (SPF) Business Hub (Cardiff)

## The Contract

Business in Focus will deliver a Business Hub, funded by the UK Government through the Shared Prosperity Fund (SPF).

The Business Hub focuses on providing a wide range of advice to young people and start-up businesses through a variety of means including digital, telephone and face to face support.

## The Role

The Administrator role supports their Business Hub colleagues in undertaking a diverse variety of administrative activities that support the delivery of the Shared Prosperity Fund Business Hub.

## The Responsibilities

### UK Government funded & Local Authority delivered Business Hub admin duties:

1. Undertake duties to a high standard of customer service to clients/colleagues using various mediums of communication, e.g. telephone, email, Teams and other digital platforms, in a professional and timely manner.
2. Undertake the accurate processing of client information, data and documentation, for the advisory team. Maintain accurate and up-to-date data entry and filing for information and documentation on relevant data systems. Ensure that information is maintained in an efficient and effective manner and in accordance with procedures for prompt and easy data/document retrieval. Ensure compliance to procedures, maintaining all files to audit standards.
3. Be responsible for opening and closing the hub, as designated on a rota basis or as required. Ensure opening/closing protocols are followed to ensure premises and equipment is safe and secure. Escalate any concerns to Hub Manager or Property Department as appropriate.
4. Maintain good knowledge of the services offered by the Hub and other support services, e.g. Business Wales.
5. Maintain up to date knowledge of UK & Local Government reporting requirements to ensure files are maintained compliantly with relevant procedures and audit standards.

### Generic admin duties:

6. Provide administrative support to other projects assigned to the service from time-to-time.
7. Provide administrative support to the Community Engagement team with the organising of various training and promotional events, e.g. preparing documentation packs, follow ups, and ascertain missing information from client details, etc.



8. Support Hub Manager in the preparation of internal and external audits to ensure all client files, electronic and hardcopy, are compliant, undertaking any corrective actions in the event of any non-compliances.
9. Support the Hub Manager by identifying and making recommendations for continuous improvement, e.g. procedures, systems of work.
10. Assist with telephone calls, ensuring a professional image is maintained at all times and messages are forwarded in an accurate and timely manner.
11. Undertake any other duties as reasonably required by a SPF Funded Project

## The Person Specification

Requirements	Essential	Desirable
<b>Education &amp; Training</b>		
GCSE or equivalent in English and Mathematics.	✓	
Administration or Customer Service-related qualification, e.g. ILM Level 2 Business Administration, NQF Level 1 Business Administration, or higher		✓
<b>Experience &amp; Knowledge</b>		
Working in an administrative role, with good attention to detail and delivering a high standard of customer service.	✓	
Data inputting using various data systems, e.g. Microsoft 365, Excel, digital systems, CRM databases.	✓	
Working within an environment that requires accuracy, to be compliant to prescribed internal and external audited standards and procedures.		✓
Working in a service that is compliant to equality and diversity, delivering an all-inclusive service.		✓
Awareness of business support available from Public and Private sectors		✓
Awareness of equality and diversity when providing a public service.		✓
<b>Skills &amp; Competencies</b>		
Able to determine priorities, planning time, organising workload and refers up to seek clarification when necessary.	✓	
Customer Service – Works and collaborates with others effectively, looks to identify needs and proposes solutions, takes accountability of seeing issues are resolved or referred to the appropriate colleague as appropriate.	✓	
Able to work productively at times of pressure, adapts and accepts changing circumstances.	✓	
Clear communicator and able to interact effectively with people, establishing and maintaining effective working relationships	✓	
Acts with integrity, understand equal opportunities and behaves to uphold organisational ethics and values. Good IT skills and Microsoft Office.	✓	

Welsh Speaker is always highly desirable and can be essential in some circumstances, subject to existing resource capability at that time. (NB: Each vacancy will specify if highly desirable or essential and applications will be considered on a case-by-case basis.)	✓	
Valid UK driving license and use of vehicle to travel in region on an occasional basis.		✓
Satisfactory Disclosure Barring Service (DBS) check. (NB: Offers of employment are conditional on a satisfactory DBS check, undertaken upon acceptance of employment.)	✓	

## Equality & Diversity:

- Promote equality and diversity through contract delivery.
- Maintain an up-to-date awareness, training and CPD of equality & diversity issues and how to professionally deliver an inclusive service to all clients.
- Deliver an inclusive service in line with the Business in Focus values and contractual requirements.

The above is a broad definition of the job responsibilities. It does not consider every aspect of the job which the jobholder may be required to perform. Flexibility is essential since the jobholder's working hours will be determined by the requirements of the business.

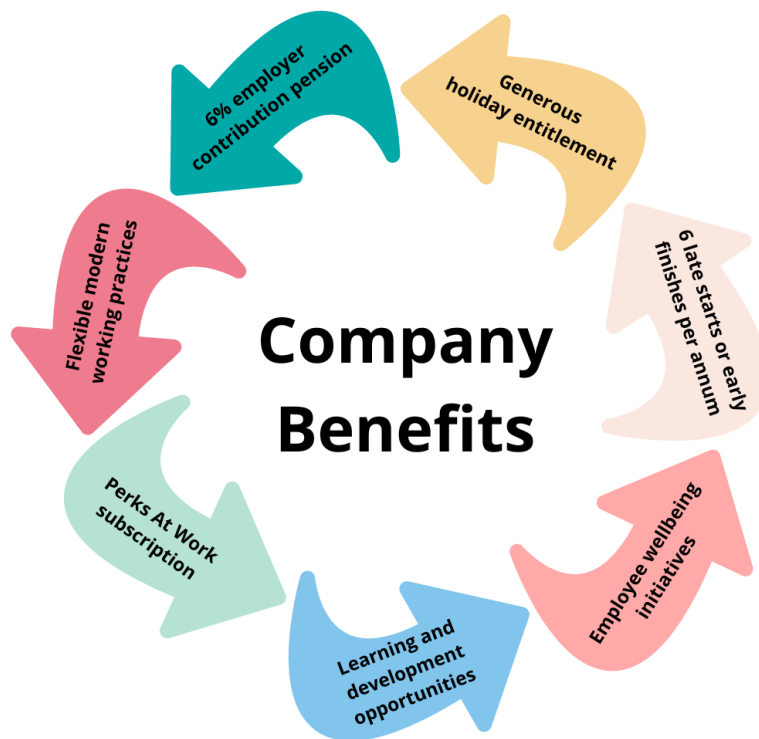
*Business in Focus is committed to promoting the Welsh language for both staff and learners, and whilst it is not considered essential criteria, the ability to speak Welsh is desirable for this role.*



## The Business

Business in Focus is a social enterprise dedicated to supporting new and established businesses. We have been helping people start and grow their own businesses for over three decades, by providing tailored expert business advice, access to finance, property requirements and skills training. Some of our services are delivered on behalf of public and private bodies, and we have an excellent track record of working with both the UK and Welsh Governments.

The people behind the brand are what makes us successful. The Business in Focus family contains a diverse group of people with a wide variety of skills and expertise – what unites us is our desire to build great partnerships and deliver strongly. As an Investors in People double Gold Accredited company, we fully support our employees to help them achieve success in their roles.



### After probation period

