

Job Description

Job Title: Business Support Assistant, Central Team

Reports to: Operations Manager

Office Base: Ipswich

Hours: 18.5 hours per week – part time, Monday 9am to 5pm, Friday 9am to 4:30pm and Saturday 10:00am to 2:00pm

Salary: £20,417 (£10,004 pro rata for 18.5 hours)

Pension Scheme: 7% (plus employee contribution, currently 1%)

Annual leave Entitlement: 21 days plus bank holidays (pro-rata)

Role:

To support and manage the day-to-day access of service users, professionals and visitors who call or attend the ihAg office, to connect them with the appropriate team member for their needs.

To provide administrative support to the services of ihAg, to ensure the effective provision of its services.

Main Duties and Responsibilities:

- To act as the first point of contact at ihAg Headquarters, for all service users, professionals, and other visitors.
- To manage and triage all contacts - face to face, general emails and phone enquiries.
- Provide administrative support to ihAg services, to ensure an effective and seamless service for service users.
- Conduct basic Health and Safety checks at the ihAg office, as detailed in the Health and Safety Policy
- Maintain a safe, tidy and welcoming environment
- Monitor and maintain office supplies
- Maintain timely, accurate and up to date records as required
- Participate in all ihAg staff meetings
- Participate in in-house and external training
- Safeguard and promote the welfare of people with additional vulnerabilities

Person Specification:

Experience	<ul style="list-style-type: none"> • Face to face and telephone contact with service users / general public • Use of Microsoft-based systems, including Outlook, Excel, and Office 365 • Data recording and use of a CRM system • Handling incoming and outgoing mail • Handling petty cash including administering and recording transactions and maintaining a float • Basic Health and Safety processes
Skills and Abilities	<ul style="list-style-type: none"> • Extremely organised, methodical, with good attention to detail • Excellent office skills, including word processing, record keeping, scanning and filing • Able to manage own workload, prioritise tasks, and meet deadlines when needed • Good people management skills, including clear communication and some de-escalation skills • Good numeracy skills • Ability to take direction and work independently to complete tasks • Ability to use own initiative and to work as part of a team, sharing knowledge and good practice, and helping to problem solve
Personal Attributes	<ul style="list-style-type: none"> • Polite, welcoming and attentive • Calm, patient and confident with others • Self-motivated, enthusiastic and flexible. • Methodical and thorough with an attention to detail • Ability to identify own training needs and participate in continued personal development opportunities.