

Business Support Assistant

Basic information

Band: F

Job family: Business Services

Terms: Fixed-term contract

Location: Cheltenham

Reports to: Business Manager (UCAS Media)

Team: Business Support Team

Business unit: UCAS Media



Role purpose:

To play an integral role in the delivery of high level support to internal UCAS Media stakeholders. The postholder will be responsible for all travel and accommodation bookings, and provide general support to the UCAS Media sales teams, Media Leadership Team (MLT), and Business Manager.

Key duties and responsibilities:

- Book all travel and accommodation requests for UCAS Media teams, using Capita and other appropriate channels.
- Support sales staff in preparation for client meetings, including printing, room bookings, and catering both on and off-site.
- Make all arrangements, including car parking and WiFi, for visitors, and meet and greet where required.
- Support the MLT with diary management, arranging or rescheduling meetings as requested.
- Act as an additional procurement champion for the unit, raising e-requisitions and coordinating procurement activities for UCAS Media as required. Ensure the correct processes are adhered to, and work closely with procurement colleagues to manage exceptions.
- Act as the unit's information security champion, and lead on initiatives to support this activity (e.g. clear desk policy).
- Assist the Business Manager with their responsibilities, including but not limited to:
 - collating and maintaining all documents relating to business continuity and call cascade activities
 - projects/events for General Manager or MLT (e.g. quarterly sales blast, UCAS Media relaunch)

- Undertake general administrative support such as copying, printing, circulation of papers, managing and ordering stationery, and coordination of UCAS Media business cards.
- Coordinate the daily distribution of internal and external post around the department.
- Act as deputy for the PA to the General Manager, providing cover in their absence, as requested/appropriate.
- Accountable for any other duties and responsibilities appropriate to and commensurate with the level of responsibility as determined by the Business Manager.

Accountabilities:

Primary customers/stakeholders:

- Internal – UCAS Media General Manager, UCAS Media Leadership Team and sales staff, Finance, Procurement, colleagues' PAs and administrative staff, IT service desk.
- External – none.

Financial authorities:

- None.

Non-financial authorities:

- Make recommendations for the continuous improvement of support processes.

Person specification:

- Highly effective planning, coordination and time management.
- Strong organisational skills.
- Computer literate – Word, Excel, PowerPoint.
- Strong problem-solving skills.
- Must be able to prioritise own workload, and adapt to changing work priorities.
- Professional, committed, and enthusiastic.
- Ability to lead on internal projects, and work collaboratively across the organisation.

Qualifications

- None required.

Experience

- Previous administrative experience required.
- Good working knowledge of all Microsoft Office suites (PowerPoint, Excel, Word, Outlook).

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.