

Business Support Administrator – Role Specification

Responsible to: Director

Hours: Approximately 30 hours a week: there can be flexibility in this in terms of the number worked and the exact days worked, although the post holder will be required to be available for at least 4 days a week.

Rate of pay: £17.00+ per hour depending on experience

Purpose of Job:

We are looking for an experienced Business Support Administrator to join our team. This role is integral to support the day-to-day business management at the Minack, providing operations and senior management administrative support, including HR administration. The main purpose is to support the operation of all 'back office' departments, particularly the management of the site, human resources, training and risk management. From refining processes and reviewing services, you will support the Director and Senior Management Team to ensure smooth and efficient operations across our fast paced and busy site. This role is perfect for someone who thrives in a fast-paced environment and enjoys contributing to team success. Experience handling confidential and sensitive information with discretion is essential.

Site, Health & Safety, Grounds & Cleaning

1. With the Director, ensure the insurance of the site, assets and liabilities is annually reviewed and is adequate for the business requirements including the administration of any claims.
2. Ensure the Fire Risk Assessments are reviewed each year for all buildings on site.
3. Ensure the general Risk Assessments are reviewed by the relevant Senior Managers each year.
4. Annually review service contracts to ensure they meet business requirements and offer best value for money, liaising with the relevant Senior Manager or Department Manager.
5. Ensure management of first aid provision is in place and adequate staff are trained.
6. Work with the Technical Manager and Director to ensure all plant and equipment is serviced and maintained as required.
7. Maintain first aid incident records.

Human Resources

1. Assist the Director with the annual review of the employment contracts and staff handbook ensuring changes are consulted on as appropriate and communicated to all employees.
2. Ensure all employees have an up-to-date contract of employment and employee files are kept up to date.
3. Ensure all role specifications are updated annually and distributed as appropriate.
4. Assist with HR administrative support managing all paperwork and drafting letters as appropriate.
5. Support the Visitor Experience Manager in setting the rota for all staff to ensure staff teams can perform as effectively as possible within the needs of the business.
6. Support all Department and Senior Managers in recruiting adequate staff, including job descriptions and advertisements, offer letters and contracts of employment, ensuring feedback is given to applicants as required.
7. Liaise with other departments to ensure new starters are added to systems and have the equipment, uniform and access required to carry out their role.

8. Monitor any probation periods and take the necessary follow up actions.
9. Ensure annual reviews and appraisals take place with all employees and employee files are updated.
10. Manage the staff training programme ensuring a record is maintained of all training and booking courses and refresher training as required.
11. Plan and organise staff events throughout the year including the Christmas event.

Safeguarding

1. Take responsibility for ensuring all staff are adequately DBS checked and trained in accordance with the Safeguarding Policy.
2. Support the Education Manager in ensuring all education projects and playing companies operate in line with the Safeguarding Policy.

Office

1. Order and distribute supplies such as stationery, office coffee and printing supplies.
2. Ensure the offices are kept clean and tidy and run smoothly day-to-day.
3. Assist with printing, photocopying and collation of necessary materials.
4. Adhere to Health and Safety, Safeguarding and other policies as set out in the Staff Handbook.
5. Respect confidentiality at all times.

Other Duties

1. You may be required to act as a Duty Manager from time to time, taking overall responsibility for the site.
2. This role will also be expected to be able to cover the customer facing roles.
3. You will be expected to attend and contribute to regular Department Manager meetings and training sessions.
4. Take minutes of meetings when appropriate.

You may be required to carry out additional roles at the request of the Director and Senior Management Team. In addition, as with all roles at the Minack, you must be conversant with the Health & Safety, Safeguarding and Evacuation Policies.

Person Specification

Essential

1. At least three years administration experience supporting a senior team.
2. Previous experience of handling HR administration, including handling confidential and sensitive information with discretion, in a business environment with a team of over twenty employees.
3. Experience of recruitment and rota systems also desirable.
4. Demonstrate high level administration skills with problem solving, proactive and solution-based approach and attention to detail with data accuracy and operational expertise.
5. Able to build strong stakeholder relationships and collaborate effectively as part of a team.
6. Excellent communication skills and a continuous improvement mindset with delivery of exceptional customer experiences through all decisions and actions.
7. Experience of risk management and administration of maintenance and service contracts.
8. Demonstrable experience of working in a high-pressured environment, ideally within the theatre or tourism industries.
9. Good general IT skills, proficient in Microsoft Office and able to learn new systems with ease.

10. A good understanding of the implication of legislation, particularly with regard to Employment, Safeguarding and Health & Safety.

Desirable

1. A demonstrable interest in the performing arts.
2. At least three years administration experience, ideally in a retail, catering or tourism environment.
3. Demonstrable experience of managing work with young people in terms of safeguarding.
4. First aid qualification