

Job description

Job title:	Business Support Assistant
Reports to:	Head of People, Operations & Finance
Team / Directorate:	People & Operations Team; People, Development & Culture Directorate
Purpose of job:	To provide general administrative support to the Society; being the first point of contact for queries and visitors; and supporting in ensuring the office is an effective and engaging workplace.

Key responsibilities

Business support

- Be first point of contact for Society general enquiries
- Administer the hello@ BES email
- Act as first point of contact for all BES visitors
- Answer all calls to the BES main line, answer queries and forward calls where necessary
- Oversee deliveries, post and couriers to the BES offices
- Prepare meeting rooms for BES meetings and on-site events
- Maintain the BES Trainline, Premier Inn, Travelodge, PayPal account
- Support in administration for Society projects
- Provide administrative support to the CEO and Senior Leadership Team, including travel and diary management, note taking and other duties as required
- Take minutes for the Board of Trustees and other key meetings
- Support in organizing committee and Board activities
- Provide on-site support during the annual meeting

Business Operations and office administration

- Support the Business Operations Officer in ensuring that operational contractors deliver necessary services (facilities, cleaning, security, IT)
- Support the Business Operations Officer in ensuring the office is a positive and suitable place to work
- Be an office keyholder

Finance

- Support BES staff with finance queries
- Attend and take Minutes for Finance Committee meetings
- Working with the Society's external accountant, administering day-to-day financial processes including collating invoice requests and any follow up queries raised by the accountants
- Administer fortnightly payment batches and organize a batch approval timetable
- Assist with audit queries in the lead up to, during and following the annual accounts audit work based in the Society office
- Administer the accounts@ BES email and answer general queries relating to invoices
- Follow up with suppliers on unpaid invoices (debtors) and VAT invoices (creditors)
- File and archive all financial records as appropriate
- Record all income received and pay in cheques
- Manage Petty Cash
- Seek to improve financial processes and services

Wellbeing

- Research and deliver the staff well-being and social events, collaboratively with the Senior People Officer
- Track the wellbeing budget and keep a concise record of all outgoings

Team support

- Look to where the People & Operations team may further develop and improve its processes and support for the staff team and Society, either to improve their own capabilities or those of other staff

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Through science we can

- Be available to support and cover other roles in the People & Operations team during short periods of absence and leave
- In exceptional cases and where reasonably possible, provide out of hours support to the Society when critical operations issues arise

This list is not exhaustive, and employees may be asked to carry out other duties appropriate to their role and level, in line with business needs.

It is the practice of the British Ecological Society to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate changes in organisational need suitable to the role and level. This will be conducted in consultation with you. It is the organisation's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.