

Job Description

Business Support Administrator

Reference:

Date: February 2026

Job Family:	Admin Support/Business Support
Level:	1
Band:	3
Career Track:	Operational

Job Purpose

The role provides comprehensive administrative and organisational support to ensure efficient service delivery. It involves coordinating and supporting a small team, assisting with staff development, and maintaining effective office and administrative systems. The post holder manages confidential information, undertakes data processing, responds to complex enquiries, and supports meetings through scheduling and accurate note-taking. They arrange travel, accommodation, and hospitality, handle financial processes including payments and petty cash, and liaise with external stakeholders to resolve non-routine issues. The role also carries out other duties appropriate to the level and requirements of the post.

Service Purpose

The Joint Equipment Loans Service (JELS) enables people with health or social care needs to live safely and independently at home by providing loan equipment that supports everyday living. The service operates across a 2,000-square-mile area, serving a population of approximately 314,000 people. Following assessment by health or social care professionals, appropriate equipment is supplied to meet individual needs, promoting independence, comfort, and wellbeing. Through the timely provision of practical solutions, JELS helps maintain quality of life and reduces risks within the home environment.

Duties and Responsibilities

Team Support & Staff Development

- Organise and delegate the work of a small team, providing clear guidance and motivating staff to meet service objectives and quality standards.
- Support induction, appraisal, training, and ongoing development of colleagues, acting as coach or mentor where required.

General Administrative & Office Support

- Provide a full range of general office support, including handling mail, dealing with callers/visitors, filing, photocopying, collation, scanning, lamination, binding, and maintaining stock in line with service standards.

Administrative Systems & Information Management

- Develop and maintain administrative systems to meet local service needs.
- Maintain accurate and confidential information systems, including service, client, asset and booking records, ensuring rapid access and ease of use.

Data Processing & Complex Enquiries

- Undertake more complex support tasks such as investigating, collating, recording, manipulating, extracting and distributing data.
- Respond to detailed or non-routine enquiries both verbally and in writing.

Meetings & Support to Groups

- Arrange meetings, attend, and produce accurate notes as required.
- Prepare documentation and supporting materials for committees, working groups, and team meetings.

Financial & Accounts Administration

- Process accounts for payment, reconcile discrepancies, and liaise with suppliers.
- Manage petty cash, cheques and other small financial transactions in line with procedures.
- Maintain impress and local accounts in accordance with Financial Regulations.

External Liaison

- Deal with clients, suppliers, the public, and other external bodies, resolving non-routine queries and problems.

Other Duties

- Undertake any other duties consistent with the nature, level and grade of the post.

Person Specification

Professional and Technical Requirements

Qualifications

- A good general education demonstrating numeracy and literacy
- NVQ Level 2 or equivalent in a business-related discipline

Knowledge, Skills and Experience

- Considerable experience in a similar role covering a broad range of administrative and support tasks.
- Experience using Microsoft Office and other office-based computer applications.
- Experience of the directorate's services.
- Previous experience of supervising others.
- Ability to quickly and accurately manipulate numerical data using standard arithmetic functions.
- Ability to organise own workload and work without constant supervision.
- Skilled in applying technology in new work-related situations.
- Ability to follow instructions and procedures independently.
- Works in a systematic and orderly manner, maintaining accuracy and consistency.
- Knowledge of a broad range of work-related tasks, procedures, and associated tools/equipment.

Core Competency Requirements

- **Communication** - Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration** - Works with others to complete tasks and support service delivery.
- **Service Delivery** - Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making** - Makes decisions using guidance and procedures.
- **Digital & Data Literacy** - standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability** - Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving** - Resolves issues using known solutions.
- **Community & Customer Focus** - Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience
- **Leadership** - Supports colleagues and takes responsibility for own work.

Strengths

- **Organiser** – Essential for planning, scheduling, managing administrative systems, arranging meetings, and working systematically.
- **Precise** – Required for accurate data handling, careful processing of records, financial reconciliation, note-taking, and maintaining error-free information.
- **Disciplined** – Important for following procedures, adhering to financial regulations, maintaining confidentiality, and working within standards.
- **Efficient** – Needed to handle a high volume of administrative tasks, manage time effectively, and complete duties in a cost-effective, organised manner.

- **Learner** – Supports the role's requirement to adapt to evolving systems, contribute to induction/training, and apply new information or technology.

Desirable

- **Disclosure and Barring Service (DBS) Requirements** - Where applicable, the successful candidate will be required to undertake an Enhanced DBS check, including a barred list check if the role involves regulated activity