

Role Description

Role Title	Business Support Administrator
Responsible To	Exec Support
Salary band	£24,000 - £26,000 (+3% employers pension contribution following successful probation)
Contract Terms	FT (37.5 hrs p/week) / For 24 Months
Location	Coventry with flexibility to home work (at least two days in our office)

About our organisation

Heart of England Community Foundation is a registered charity and the leading, independent grant making foundation in the West Midlands and Warwickshire. Since 1995, we have proudly awarded over £35 million to over 7,000 great causes across the region.

We believe in a fairer, happier and healthier Midlands - where everyone has equal access to opportunities, experiences genuine wellbeing, and enjoys a healthy and active life as part of their community.

We nurture philanthropy, connecting people who care, with incredible causes that matter. We help to unlock the resources to tackle local issues and to support people and communities to thrive across the region using our funding to bring to life their ideas.

About this role

We're seeking a versatile and ambitious Business Support Officer to provide essential support across our operations. This role is integral to ensuring the effective delivery of our governance, strategic projects, and operational initiatives. As a generalist support role, you'll assist in various areas including programme and grant making activities as required. We welcome applicants from diverse backgrounds who share our commitment to driving positive change.

In this role, you'll collaborate with different teams, supporting the smooth execution of projects and operational tasks. Your responsibilities will encompass administrative duties, project support, and coordination efforts to enhance our organisational efficiency and impact.

Key Responsibilities:

Administrative Support:

- Provide comprehensive administrative support across various teams.
- Manage diaries, schedule meetings, and coordinate events.
- Handle correspondence, prepare documents, and maintain records.

Project Assistance:

- Assist in the planning and execution of strategic projects.
- Monitor project timelines and ensure milestones are met.
- Support the preparation of project reports and presentations.

Governance Support:

- Assist in the preparation and distribution of board papers and reports.
- Maintain accurate records of meetings and decisions.
- Ensure compliance with governance requirements, quality accreditation and organisational policies.

Operational Coordination:

- Act as a liaison between different departments to ensure seamless operations.
- Coordinate with external stakeholders, including partners and suppliers.
- Support the implementation of operational initiatives to improve efficiency.

Programme and Grant Making Support:

- Assist in the administration of grant applications as required.
- Support the due diligence process and documentation.
- Help organise workshops and events for potential applicants.
- Meeting with community organisations and supporting with information, advice and guidance as well as working across our communications activities.

Data Management:

- Maintain accurate and up-to-date records on our database.
- Assist in data analysis and the preparation of reports.
- Ensure data protection and confidentiality in all operations.

General Activities and Responsibilities:

- Represent our organisation professionally, maintaining a positive image both internally and externally.
- Actively engage with colleagues, providing support and sharing information.
- Stay informed about national and regional social policies and issues affecting the voluntary and community sector.
- Work in accordance with the organisation's policies and procedures, ensuring compliance and upholding organisational standards.
- Demonstrate proficiency in administrative tasks and relevant IT systems.
- Be prepared to occasionally work evenings and weekends as required, demonstrating flexibility and dedication to meeting the needs of the organisation's initiatives and events.

Person Specification

Essential:

Knowledge, Experience, and Understanding:

- Demonstrated experience in providing administrative support.
- Understanding of the setup and operations of organisations (and ideally, but not essential - non-profit organisations/charities).

Skills:

- Exceptional verbal and written communication skills.
- Proficiency in using IT systems, including CRM, Microsoft Word, Excel, and PowerPoint.
- Strong organisational skills with the ability to prioritise tasks.
- Ability to engage and build relationships with stakeholders.
- Self-motivated and capable of working independently.
- Understanding of equal opportunities principles and supporting marginalised communities.

Personal Characteristics:

- Flexible problem-solver with a proactive approach.
- Excellent interpersonal skills, capable of building rapport with diverse individuals.
- Dependable and reliable, consistently meeting commitments.
- Positive, resilient, and supportive under pressure.

Desirable:

- Knowledge of the geographical areas of Birmingham, the Black Country, Coventry, Solihull, and Warwickshire.
- Familiarity with the charitable sector.
- Previous experience working or volunteering in a charitable organisation.
- Understanding of the unique needs and challenges faced by small, volunteer-led groups.
- Possession of a valid UK driving licence and access to a car for travel purposes.

Additional Requirements:

- Flexibility to travel occasionally for meetings, events, or donor engagements.

- Willingness to work outside of standard office hours when necessary to meet project deadlines or attend key events.

Please note that this job description is to be regarded as a guide to the tasks and activities we believe will be required but that it is not exhaustive and may change and evolve to reflect the changing needs and demands of Heart of England Community Foundation.