

Job Title:	Business Support Assistant
Reports to:	CEO
Salary Scale:	£22,369 - £25,409 (per annum, aligned to points 7 to 14 on NJC scale) (consideration will be given to both full time or reduced hours contract)

Job Purpose

The Business Support Assistant will provide administrative support for the CEO and Management Team of Harp & Crown Credit Union. They will be responsible for carrying out a range of administrative and operational activities that contribute to the effective running of the credit union, to provide a high level of service to members.

Key Duties & Responsibilities

- To greet visitors to the credit union on arrival and ensure they are welcomed
- Support the CEO and colleagues with administrative tasks, including, but not limited to:
 - Diary/ Calendar Management (for both internal and external appointments)
 - Screening and response of incoming e-mail and telephone enquiries
 - Photocopying and scanning
 - Data entry and filing
- Creation of documents, presentations and spreadsheets using Microsoft Office
- Booking of internal meetings and organisation of catering and/or refreshments
- Provide cover for minute-taking of meetings during Admin Assistant leave periods
- Maintain inventory of office supplies and re-ordering when required
- To be aware of and comply with all Health & Safety regulations as directed by the credit union
- To undertake such other reasonable and lawful duties as may be directed from time to time by the Management Team

Person Specification		
	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Excellent interpersonal skills (oral and written) • Experience of delivering a high level of customer service (face-to-face, written and verbally) • Excellent IT Skills (Microsoft Office) 	<ul style="list-style-type: none"> • Two year's relevant experience in an office environment • Experience of working in a Credit Union or similar financial institution
Skills And Abilities	<ul style="list-style-type: none"> • Ability to manage and prioritise workload, adhering to deadlines • Ability to work as part of a team and to use own initiative • Makes clear, proportionate and justifiable decisions • Well-developed communication skills (including listening, written, influencing and presentational) • Problem solving • Analytical skills • Integrity and credibility 	<ul style="list-style-type: none"> • General knowledge of credit union and wider financial services industry
Education/Qualifications	GCSE/O-Level Maths and English	A relevant qualification/ training in business administration or related subject

Commitment to:

- Credit Union values
- Mutuality
- Delivery of quality services to members
- Inclusivity and engagement
- Enjoying a positive and productive relationship with the Board of Directors and its committees
- Developing strong relationships with relevant stakeholders
- A performance and quality culture
- Developing Staff capacity and capability

Special Conditions:

Any offer of employment is subject to CTC security vetting.