

BUSINESS SUPPORT COORDINATOR

Job Title:	Business Support Coordinator
Department:	Operations
Reporting to:	Operations Manager
Responsible for (staff):	None
Location:	Redditch based with some travel
General Purpose of Role:	To support the operational senior management team with the organisation, communication and reporting of day to day activities in the region in a way that improves operational efficiency.

ACCOUNTABILITIES

- Manage the organisation, coordination and logistics of meetings and events and ensure any appropriate documentation is prepared and issued as appropriate
- Manage and co-ordinate diary arrangements
- Responsible for arranging travel requests, whilst being mindful of the overall budgetary impacts.
- Coordinate meeting agendas and ensure they are complete and issued as appropriate
- Attend and take minutes of meetings for onward distribution
- Responsible for reviewing and signing off weekly time sheets for Engineers, ensuring any discrepancies are discussed and investigated prior to completion.
- Complete the Periodic Payroll report, to ensure correct wages are allocated for each field colleague based on their timesheets.
- Create and analyse reports
- Monitor / action and maintain multiple email Inboxes.
- Create and maintain weekend rotas for our field colleagues and managers. Conducting weekly checks to ensure accuracy.
- Completion and circulation of consistent trackers and updates, to aid with operational performance.
- Input data and maintain systems and processes
- Liaise with internal departments, senior management and all key stakeholders to ensure the smooth and efficient operation of the function
- Support the Operations Team with ad hoc projects / presentations and reporting, as and when required.
- Cascade important and relevant information to relevant team(s) and stake holders as required
- Provide updates and information on Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)
- To take a lead role in the organisation and control of the business compliance at the zone level for the colleagues training, PAT testing (DataStation) and any other ad hoc activities

KNOWLEDGE, EXPERIENCE, SKILLS AND COMPETENCIES

- IT literate and fully proficient in the use of Microsoft Office applications
- Strong planning, analytical and organisational skills
- Excellent interpersonal skills and written communication skills
- The ability to deal with people at all levels
- Self-motivated, self-disciplined with strong time management skills
- Flexible 'can do' attitude
- Ability to prioritise and manage conflicting deadlines
- Ability to handle sensitive and confidential information in a professional manner
- High level of attention to detail
- Experience of FM and / or retail operations is highly desirable

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do

- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

REQUIREMENTS

The post holder must be able to work flexibly, as determined by business requirements this may involve travelling to other Arcus offices or client's premises