

Job Title:	Business Support Administrator
Reports to:	Director of Operations
Hours & Location:	37.5 hours per week

Job Description:
What we expect from this role: You will play a vital role in supporting the smooth operation of our business by providing high-quality administrative support across resource management, HR, finance, project coordination, and travel logistics. You will work closely with internal teams to ensure processes are efficient, compliant, and aligned with business needs. What you will be required to do: SHOW Leadership: We thrive on delighting our customers and helping each other reach our full potential. Your responsibility is to: • Take ownership of assigned administrative tasks and deliver them with accuracy and timeliness. • Be proactive in identifying opportunities to improve administrative processes and support business efficiency. SUPPORT Market Marketing: We want to be leaders in our chosen markets and be the 'go to' consultancy for our clients. Your responsibility is to: • Ensure all project documentation is properly formatted, branded, and compliant with internal standards. • Support, where necessary, with external marketing administration such as preparation for conferences and events. DELIVER Operational Excellence: To remain current, we must deliver excellence and build on excellence. Your responsibility is to: • Provide first-pass quality assurance on internal documents. • Maintain and update employee HR records, draft contracts and amendments, and support onboarding/offboarding processes. • Respond to HR-related queries (e.g., BUPA, cashplan), and manage assessments such as DSE and homeworking. • Administer iHASCO training setup and monthly reporting. • Manage ad hoc purchases (e.g., Amazon, subscription fees) • Provide diary support to the senior team. • Maintain access rights and permissions across platforms such as Polaris. • Schedule and coordinate company-wide meetings, and various internal meetings. • Raise purchase orders, assist with invoice preparation, and verify billing details.

- Oversee project setup and closure, including Teams/I-drive structures, documentation uploads, and archiving.
- Ensure project expense categories are correctly assigned.
- Book travel and accommodation for staff, ensuring correct project billing for expenses.
- Use Signable to send contracts and manage documentation workflows.
- Support the coordination of internal audits and Quality Team meetings, including agenda preparation and action tracking.

PURSUE Healthy Financial Returns: We have an ambitious programme to grow our business and create new opportunities for the team. Your responsibility is two-fold and is to:

- Proactively manage resource adjustments and reconciliations using timesheet and costing data.
- Support the resourcing lead with allocation of resource requests and coordination of resourcing calls.

LIVE Our Values and Ethos: We are proud of who we are, the way we behave and what we are aspiring to be. The Compass below captures the essence of our business ethos – setting standards, delivering results for clients, developing self and others – and the core management behaviours and values we strive to demonstrate. Your responsibility is to:

- Understand the importance of this ethos and these values to our business culture and promote them in your day-to-day interaction with customers, suppliers and fellow staff.



Key Internal & External Clients:

- Senior members of the Consult team
- Wider Consult team
- Wider gbpartnerships team
- Key clients in NHS Trusts, Councils and Commissioning Organisations

What you will need to bring to this role:

Essential

- Minimum of 2 years' experience in a business support, administrative, or operations role, ideally within a consultancy or professional services environment.
- Proven experience supporting HR, finance, project coordination, and resource management processes.
- Strong written and verbal communication skills.
- Excellent organisational and time management abilities, with a proactive approach to managing multiple tasks and deadlines.
- Comfortable working independently and as part of a team.
- Experience using business systems and platforms (e.g., Polaris, HR systems, finance tools) – although training on our specific systems will be given.
- Confidence in liaising with internal stakeholders across all levels of seniority.

Desirable

- Familiarity with public sector organisations such as the NHS, local government, or social care.
- Experience supporting quality assurance or audit processes.
- Understanding of project lifecycle administration and documentation management.
- Exposure to travel booking and expense reconciliation processes.

Skills / Attributes

People

- A collaborative team player with a positive, can-do attitude.
- Self-motivated and adaptable, with a willingness to learn and take initiative.
- Strong interpersonal skills and a professional approach to internal and external communications.

Communication & Engagement

- Clear and confident communicator, both written and verbal.
- Able to support meeting coordination, minute-taking, and action tracking.
- Comfortable using digital tools to manage documentation and workflows.

Efficiency & Organisation

- Highly organised with strong attention to detail.
- Able to manage competing priorities and deliver high-quality work under pressure.
- Proactive in identifying and resolving issues to support smooth business operations.

Technical

- Proficient in Microsoft Office applications, especially Excel, Word, Outlook, and Teams.
- Comfortable using digital platforms for HR, finance, and project administration.
- Experience with document signing platforms and online booking tools is a plus.

Other Considerations: (i.e., required to travel)

A lot of our activity can be delivered remotely, and home-based working is normal practice. However, based on the nature of the work, the incumbent will be required to:

- Travel to Birmingham for onboarding new recruits, as needed
- Travel to Birmingham to support the Senior Team on an ad hoc basis
- Travel to Birmingham and participate in quarterly Team Together Days