

Job Description – Business Administrator

Located in	Reporting to	Hours
Stoke-on-Trent	Assistant Director Commercial and Corporate Governance	30-37.5

Job Purpose

This role will support the Executive Management Team with the Estates and Audit functions across the business. The administrator will liaise with contractors, suppliers and internal teams to provide support and to check processes are being followed correctly.

Key Responsibilities

- Support estate administration associated with Acorn Training locations
- Manage relationship with contractors and approval process for site works
- Manage relationships with suppliers
- Liaise with support services including IT to ensure site compliance
- Support audit planning and conduct risk assessments in line with audit plans.
- Ensure compliance with ISO9001, ISO27001, Health and Safety and funding body requirements to minimise risk.
- Manage the administration of the non-conformance and complaints process
- Provide support to management meetings

Key Performance Indicators

- Timely resolution of tasks
- Submission of necessary reports
- Completion of audits and checks as required

Health and Safety

- You will ensure you follow all Acorn Training health and safety guidelines and fire regulations set out in the policies, follow safe working practices and complete any mandatory training.

General

- Be aware of and follow all Acorn Training policies

- Have regular 121's throughout the year to monitor performance, objectives and progress and support your personal development and wellbeing
- Take part in any required training needed to fulfil your role.

Person Specification

Criteria	Essential	Desirable
Qualifications and specific training	<ul style="list-style-type: none"> • GCSE (or equivalent) in English Language and Mathematics • Level 2 IT Qualification • Driving Licence 	<ul style="list-style-type: none"> • IOSH/NEBOSH • First Aid at Work
Experience	<ul style="list-style-type: none"> • Business Administration 	<ul style="list-style-type: none"> • Estate administration • Audit • Risk & Compliance
Knowledge	<ul style="list-style-type: none"> • Safe working practices • Good office practices • Dealing with suppliers, internal and external customers 	<ul style="list-style-type: none"> • ISO 9001 • ISO 27001 • Health and Safety Standards • Environmental Standards
Skills	<ul style="list-style-type: none"> • The ability to work accurately and actively problem solving • Proactive and motivated attitude • Committed to own professional development • The ability to work effectively as part of a team • The ability to reflect on your own performance to support quality improvement • The ability to manage time effectively and plan your own work load 	<ul style="list-style-type: none"> • Confident communication and presentation skills • The ability work with little supervision or guidance

Last Reviewed:

10.11.2023