

Job Description

Title:	Business Support Officer
Remuneration:	£23,000 - £25,000 pa. 22 days holiday, pension contribution up to 5%
Hours of work:	Full-time: 35hrs/week. 9am – 5pm Monday – Friday with some evening and early morning working required. Part-time, job-share or flexible working arrangements will be considered.
Location:	Better Bankside, Bankside Space, 18 Great Guildford Street, London SE1 0FD
Reporting to:	Office Manager

One of London and the UK's foremost Business Improvement Districts is looking for a personable and proactive Business Support Officer to join our friendly, motivated and professional team in an organisational support role with a special focus on managing the Bankside Space venue. This job is a great opportunity for someone with a background in business support, office or venue coordination or executive assistance who wants to progress their career in a role with plenty of autonomy in a small but busy team setting. The Business Support Officer plays a key role at Better Bankside: supporting its governance processes, ensuring the smooth running of the office, acting as first point of contact for members and the public, managing a meeting and events venue and providing executive assistance to senior management.

Better Bankside will support the right person to develop their skills, which could include pursuing relevant national or professional qualifications (such as through the Institute of Chartered Secretaries and Administrators, Institute of Administrative Management or similar). We welcome applications from all sections of the community and will consider implementing part-time, job-share or flexible working arrangements for the right candidate.

About Better Bankside

Better Bankside is a Business Improvement District (BID) in Southwark, London. Its aim is to make Bankside a thriving place to work, live and visit and, ultimately, to become the 'best neighbourhood in the world'. Better Bankside was formally established in 2005 and was the third BID in the UK.

A Business Improvement District (BID) is an independent, business-owned and led company, which seeks to improve a given location for commercial activity. Better Bankside's members are the 900+ companies in the BID area (between Rushworth Street in the west and London Bridge in the east, and south along the full length of Great Suffolk Street and east to Trinity Street) who pay its annual 'levy'. Many of these are heavily involved in the governance of the company.

Job Overview

Responsibilities

Front of House / Reception

- Handle all general phone and email enquiries to Better Bankside, taking a proactive role in prioritising, responding and/or passing these on to other colleagues as required in a timely fashion
- Monitoring email enquiries and identifying opportunities to maximise contact with new and existing members, arranging meetings with them if required
- Assist with Better Bankside events including business seminars, networking and community engagement events: send e-invitations, collect RSVPs, order catering, make name badges and provide operational support
- Help coordinate monthly 'Dr Bike' cycle servicing sessions for members: greet employees, check-in and return bikes, collate feedback
- Handle requests for Better Bankside employee services such as the Buzz local discount card and the Secure Bike Park

Office Coordination

- Maintain and update member data on a day-to-day basis, using the organisation's SugarCRM database
- General office support for the Better Bankside team including: filing, data entry, mail-outs, ordering supplies and stationery, taking deliveries, meeting and greeting visitors, inventory of supplies and collateral, distributing mail, putting out recycling and ensuring the office is a tidy and clean environment
- Promote Business Club membership to non-BID levy payers and administrate Business Club renewals.
- Coordinate Better Bankside's internal calendar of events
- Coordination of Senior Management Team diaries as and when required
- Deputise for the Office Manager when required, ensuring the organisation's phone, IT and internet facilities are functioning at all times
- Upload content to the Better Bankside website
- Other organisational support tasks as required

Governance and Team Meetings

- Supporting Better Bankside's governance including: administrating theme group meetings (circulating agenda and papers; taking minutes); setting up and servicing Scrutiny Panels and supporting the Office Manager to organise the company Annual General Meeting
- Providing support for staff team meetings: set up room, organise catering, circulate agenda and papers, take and produce meeting minutes
- Scheduling and coordinating team events

Bankside Space

- Running all aspects of the Bankside Space venue including responding to enquiries, ordering catering, handling feedback and the entire booking process
- Liaising with the Operations Officer to set up tables, chairs, refreshments and AV equipment for hirers and internal meetings, and ensuring that the meeting space and kitchen are clean and tidy at all times
- Budget responsibility for the Bankside Space venue. Responsible for meeting targets for income and occupancy, for completing annual and five-year Business Plans
- Maximising the number of paid bookings by promoting the Bankside Space's facilities to events managers and potential hirers

Person specification

The ideal candidate is a confident people-person, enthusiastic about providing a professional and welcoming first point of call for those coming into contact with Better Bankside. The right person will be well-organised with superb attention to detail. Able to use their own initiative to pro-actively solve problems, the Business Support Officer will enjoy running the Bankside Space with minimal supervision and take satisfaction from supporting Better Bankside's friendly, professional and busy team. The right candidate will be motivated to provide highly effective support to colleagues and will enjoy interacting with members of the public.

Required skills and competencies

- Confident, friendly and professional telephone, email and in-person communication skills, able to respond appropriately to queries from member businesses and their employees (Essential)
- Excellent written and spoken English (Essential)
- The ability to work well under pressure, prioritising the conflicting demands of ad hoc enquiries and routine administrative tasks (Essential)
- Excellent organisational and administrative skills (Essential)
- Thorough and accurate approach, with excellent attention to detail (Essential)
- Able to confidently minute theme group and team meetings (Essential)
- Being a strong team player who will embody Better Bankside culture and values (Essential)
- Reliable, with patience and professionalism (Essential)
- Able to confidently develop positive and productive working relationships with Better Bankside members, hirers, visitors and the general public (Essential)
- Able to work independently under own initiative (Essential)
- Confident user of MS Office software packages: Word, Excel, PowerPoint, Outlook (Essential)
- Knowledge of using websites including social media platforms (Desirable)
- Demonstrate an understanding of Business Improvement Districts (BIDs) (Desirable)

Relevant experience, interests and education

- Educated to degree level (or equivalent further education qualification) (Desirable)
- Minimum 1 year's post-qualification experience of working in an administrative, office support or venue coordination function (Essential)
- Experience of monitoring budgets (Desirable)
- Experience of providing administrative support to meetings (including preparing agendas, taking minutes) (Essential)
- Events coordination (Desirable)
- Data entry and database management (Desirable)
- Experience of working within a membership organisation (Desirable)

How to apply

To apply, send:

- Your **CV** describing your relevant educational and employment experience
- **Personal statement** (max. 2 sides) on why you want the job, and your suitability for the position
- Completed **Better Bankside equal opportunities** monitoring form

to Rahima Begum, Office Manager: rb@betterbankside.co.uk

Applicants must be able to demonstrate that they have the right to work in the UK.

Closing date for applications: 12pm, Wednesday 4th March. Interviews on Tuesday 10th March

Start date: Immediate

Incomplete applications will not be considered. We regret that owing to the high level of response expected we will not be able to contact applicants that are not shortlisted for interview.