

## **Business Support Administrator – January 2025**

### **If your answer to these 3 questions is yes, we'd like to hear from you.**

Level 3 in Business/Administration and/or extensive experience in Business Administration.

Experience of working with Microsoft Office applications and data/Case Management systems/software packages.

Experience of collating and interpreting data to produce high quality reports.

### **ADVERT**

An exciting opportunity has arisen for a Business Support Administrator to join a busy multi service charity based in Coventry, working full-time, 37.5 hours per week. In return, we offer a competitive salary of £24,400 per annum, and a contributory pension scheme. Annual leave of 26 days + bank holidays with an additional day's leave for every 2 years of service up to a maximum of 29 days per annum. Valley House offers a comprehensive in-house training programme, access to a range of accredited training, subsidised nursery places for staff and an Employee Assistance Programme.

#### **What We Do:**

The charity has a fully trained staff team providing Supported Accommodation to victims of domestic abuse and with complex needs. We have an on-site Children's Nursery that provides full day care for pre-school children.

We are looking for reliable and committed individuals who are able to:

- Work as part of the Business Support Team that covers Reception, Administration, Facilities, Communications and Finance.
- Undertake a full range of technical administration and service support tasks with responsibility for the service user Case Management System (Charity Log Data Base).
- Analyse and interpret information from the service user Case Management System to provide up to date information and reports, including quality monitoring.
- Provide reports as and when requested by the Senior Management Team and the Board, ensuring compliance with the Data Protection Act.
- Provide administrative support to the organisation.

The successful candidate will have:

- Level 3 in Business/Administration and/or Extensive experience in Business Administration
- Experience of working with Microsoft Office applications and data/Case Management Systems/software packages
- Experience of collating and interpreting data to produce high quality reports
- Experience of office systems and administration functions
- Experience of handling a varied workload with conflicting demands and timescales
- A good knowledge of case management systems/IT systems and managing IT support
- A good knowledge of data protection procedures
- An understanding and passion for the work of Valley House
- Excellent administrative and organisational skills
- Excellent verbal and written communication skills
- High level of IT skills to ensure precision and accuracy
- Ability to plan, prioritise and organise own workload

- An ability to work confidently on own initiative
- Ability to work to tight deadlines with conflicting and competing demands

This post requires a satisfactory DBS check.

The hours of work are 37.5 hours per week, Monday to Friday, 8.30am to 4.30pm.

The closing date is 12 noon on Monday 24 February 2025 and interviews will be held on Thursday 27 February 2025 am.