

JOB TITLE	Business Support Assistant – Aura
TEAM	Boston and Skegness Business Support Team
DIRECTORATE	Resource
WORK BASE	Aura Business Centre
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This job brief sits alongside the job description for this role.

Key Objective – To provide excellent Business Support to both the Portfolio Manager and the tenants of Aura Business Centre

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Supporting Aura Business Centre Manager
Cover for Portfolio Manager in their absence
Opening and closing of the centre including ensuring relevant areas are locked and alarmed – key holding
Providing reception service to all visitors
Promoting the centre as required by Portfolio Manager
Providing reception and administration service to Aura Business Centre tenants and virtual tenants including answering calls, taking messages, dealing with incoming and outgoing post.
Providing building and key holder induction to new tenants
Providing reception support to conference delegates
Setting up rooms for delegates and ensuring they are clean and tidy
Tidying and cleaning of conference rooms following use
Managing resources, ordering, receiving deliveries and maintaining stock
Invoicing tenants
Raising tickets for property issues with the Help Desk
Showing prospective tenants round the centre and answering any queries.
Managing contractors; making arrangements for work to be done and signing off when completed
Processing invoices through Business World (finance system)
Keep reception area tidy
Maintain a safe environment throughout the business centre observing all H&S procedures and RA's
Create and maintain job guides
Maintain cover guide for colleagues not familiar with the centre.
May be called upon to cover at other sites within the locality

THE FOLLOWING TASKS ARE GENERIC ACROSS BUSINESS SUPPORT AND APPLY TO ALL GRADES ACROSS THE SERVICE
Provision of high quality support to all internal and external customers
Basic use of Microsoft packages including but not limited to Word, Excel, Outlook, PowerPoint
Undertake routine clerical duties including, but not limited to, photocopying, fax transmission, laminating, binding, scanning, document collating and distribution
Recording, reporting, distribution and collection of mail (where no central team undertaking)
Undertake reception duties, including signing in and out visitors, ensuring they are aware of fire evacuation procedures
Undertake routine monitoring of generic resource email accounts (as allocated by Supervisor)
Receive routine telephone enquiries, message taking and call re-direction
File maintenance
Filing / electronic filing, Records Management, Subject Access Request
Orders, receives, checks and distributes stocks of stationery and other consumable items (where no central team undertaking)
Meeting/event convening (room booking, invite sending, room set up, refreshments etc.)
Fire Marshall cover (where appropriate)
Record and update sickness database (where no central team undertaking)
Imprest purchasing and petty cash (where no central team undertaking)
Health & Safety support and awareness
General minute taking
Peer training/coaching/mentoring
Induction support
Accommodation / property support to Supervisor (where no central team undertaking)
Basic support for systems in use by LCC or Service Area supported (in agreement with Supervisor)
Use of IT systems/databases to enter, amend or extract information (as determined by Supervisor)
Production of reports, letters, audio tapes and other processed communications, often of a sensitive nature
Equipment maintenance (where no central team undertaking)

