

## JOB DESCRIPTION

**JOB TITLE:** Business Support Administrator

**LOCATION:** London

**REPORTING TO:** Business Support Manager (Facilities Solutions) and Divisional Director

### OUR VALUES AND BEHAVIOURS

**Respect** - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

**Collaboration** - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

**Integrity** - This is about being honest, reliable and trustworthy and always delivering on promises.

**Innovation** - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

**Excellence** - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

**Trust** - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

## OVERVIEW OF JOB DESCRIPTION

### Main Duties & Responsibilities:

To provide high quality, professional administrative support to the business. To work alongside the Operations and Business Support teams to maintain administrative systems, ensuring compliance with legislation and company procedures.

- Undertake requests for assistance from General managers and Divisional Director as required.
- Attend weekly meetings with the Business Support Manager (Facilities Solutions).
- Communicate and provide suppliers with purchase orders.
- Raise and chase purchase orders daily and ensure prompt delivery, providing purchase orders for Accounts Payable when necessary.
- Answer general queries from sites.
- Answer calls and queries. Keep call log.
- Prepare manual and automated reports, incorporating Excel, pdf documents and tables/graphs for Business Support Manager (Facilities Solutions).
- Book Conference lines/ Meeting rooms for FS Management as requested.
- Taking, typing, and distributing meetings minutes.
- Always work in a professional, hardworking, reliable manner and to always show respect to colleagues and clients.
- Undertake requests for assistance from contract managers as required. Understand, anticipate, and deliver customer (internal and external) needs while building effective relationships.

- Efficiently respond to both internal and external customers through effective communication and personal accessibility.
- Recording and analysing data.
- Ensure customer satisfaction is high and uphold company values.
- Carry out other admin tasks as directed.

#### **Person Specification:**

- Ability to work in a fast-paced team with the ability to remain calm under pressure.
- Outstanding communication skills both internal and external.
- Basic / Intermediate level in MS Office (Word, Excel, PowerPoint).
- The ability to effectively prioritise your workload and build relationships with key stakeholders. Excellent attention to detail.
- A customer focussed approach.
- A proactive/can do attitude to work.
- The ability to work on own initiative and take full ownership of role. The ability to follow process/ instructions. Computer literate.

#### **HEALTH & SAFETY RESPONSIBILITIES**

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

#### **NOTE**

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

***Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.***