Role Descriptor

Role Title:	Business Support Assistant (B2M24-013)
School/Service:	Business to Markets
Normal Workbase:	Your normal place of work is the Stoke Campus, but you will be required to work or be based at any premises the University occupies or any other reasonable location where the University is undertaking its business.
Grade:	5
Role Family:	Operational and Administrative
Reporting To:	Business Prospect Development Manager
Responsible For:	None

Summary of the Role

To support the processing of business engagement opportunities arising from business to business interactions across areas of income generating activities including apprenticeships, knowledge exchange and other forms.

Key Accountabilities

1. Provide effective administrative and operational support to the Business Prospect Development Managers and team, to support the business development activities including, undertaking applicant eligibility checks in accordance with regulatory funded bodies for apprenticeships and other funded bodies.

2. Lead the onboarding and application process for apprenticeships starts generated by the team.

3. Provide administrative support for securing new KTP projects.

4. Support the Business Prospect Development Managers and team with data and management information to inform reporting.

5. Liaise with internal and external stakeholders and partners in order to further develop our business engagement activities.

6. Undertake data entry, enquiries management, including the employer inbox, acting as a first point of contact, and qualifying leads for the business development team.

Fair and Inclusive ▪ Curious and Daring ▪ Ambitious and Inspirational ▪ Innovative and Enterprising

Role Dimensions

Qualifications

To be successful in this role you will need to hold the following qualification requirements:

- Educated to A level standard or equivalent level of experience

Experience and Knowledge Requirements

To be successful in this role you will need to demonstrate:

- Experience of providing excellent customer service and support across sales and account management processes
- Experience of working in an administrative role in a large, complex organisaton
- Experience of managing relationships with a diverse range of stakeholders
- Experience of using Microsoft Office or other digital software
- Experience of managing competing priorities, using initiative and problem solving

Core Competencies

As a University we have aligned success, in all roles, to the demonstration of all ten Behavioural Competencies that bring our Values to life. Demonstrating these Behaviours is a critical part of a successful career at the University of Staffordshire. Whilst you are expected to demonstrate all ten behaviours, five core behaviours have been identified as essential for success in the Operational and Administrative role family as follows:

Delivering Together

Demonstrates a flexible approach to be able to work successfully in different teams, and in conjunction with suppliers and/or customers. Shows respect for others by recognising effort, providing encouragement and constructive feedback. Supporting the development of others through the sharing of skills, knowledge and experience.

Service Excellence

Understands their internal and external customers and their wants and needs. Works consistently to deliver a service that exceeds customer expectations. Takes pride in delivering service excellence.

Personal Credibility

Takes pride in doing a great job. Demonstrates energy and commitment in all aspects of the role. Focuses on the things that make the biggest difference to the University, the team and the department.

Leadership

Demonstrates leadership of self or self and others if in a management role. Takes responsibility for own actions and where in a manager/leader role, the actions of their team. Demonstrates the University values consistently in the way they work. Inspires others by their actions.

Digital

Demonstrates a positive approach to working with University systems, software and technology. In an ever-changing environment seeks out opportunities to embrace change using digital skills, software, and technology to improve processes and drive behavioral and organizational change.

University Responsibilities

The weekly hours and days of work are outlined in the contract of employment. However, the nature of university business may require the post-holder to occasionally work outside core hours at evenings and weekends to ensure continued delivery of an excellent student and customer experience.

All staff are responsible for looking after their own health, safety and wellbeing and that of others who may be affected by their acts or omissions.

All staff are required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

Variation to Role Descriptor

The role descriptor summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility. The University reserves the right to vary the duties and responsibilities set out within this role descriptor.

Fair and Inclusive · Curious and Daring · Ambitious and Inspirational · Innovative and Enterprising