

Business Support Administrator

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Salary: £23,690 - £27,810

FTE: 1 (37.5 hours/week) – requests for flexible working will be considered

Contract Type: Permanent

Location: This is a flexible hybrid position. While primarily home-based (laptop and phone will be provided), a weekly working day in Glasgow is expected in this role, therefore candidates should be within commuting distance of Glasgow city centre. Occasional travel to FIS360 Ltd's Penrith office, and to meetings/events throughout the UK will also be required.

FIS360 Ltd has an exciting opportunity for a business support administrator to join a successful company supporting the development of new technologies and solutions through open innovation programmes.

FIS360 is a leader in the design and implementation of innovation programmes. This includes the delivery of Game Changers, a leading nuclear innovation programme which finds solutions for complex nuclear industry challenges. The FIS360 team works closely with clients from a range of industries, from SMEs to large organisations, as well as academia and research and technology organisations.

Led by a core team of commercialisation specialists, FIS360 are experts in guiding organisations through the challenges of technology commercialisation. The company is small and energetic and working at FIS360 offers a genuine opportunity to help ambitious organisations deliver innovation. Our team members enjoy diverse, challenging, flexible and rewarding roles.

As a valued member of our team, you will benefit from:

- An exciting, positive, creative, challenging and rewarding place to work
- A competitive reward package with annual bonus reviews based on company performance
- A generous 34 days of combined annual leave and public holidays entitlement
- Support to nurture your talent and reward success through an annual development and training review process

Applications are invited for a business support administrator seeking an opportunity to work with a small, dynamic, and enthusiastic team. The responsibilities of the role include:

1. Co-ordinating internal meetings and meetings with external clients, including scheduling, circulation of agendas and paperwork, taking meeting notes, preparing and circulating minutes, and following up on agreed actions
2. Maintaining the CRM database, including checking entries, merging duplicate records, updating fields, regular back-ups, and making improvement recommendations
3. Supporting innovation programme delivery through management of project and programme documentation, including liaising with clients to issue and ensure completion of required forms
4. Preparing monthly programme spend reports
5. Maintaining the company asset register

6. Assisting with third party/supplier management processes
7. Assisting the operational/programme manager with review and improvement of company process/systems/documentation
8. Providing administration support for client demonstration activities, including ensuring site visitor forms are completed and returned, and confirming visitor Personal Protective Equipment (PPE) requirements
9. Supporting events preparation and administration for online and face-to-face events including support with company travel arrangements
10. Adhering to FIS360 quality and environmental policies and undertaking continuous improvement activities
11. Other activities commensurate with the role as requested by the FIS360 management team

This role is a full-time permanent position, with requests for flexible working considered. This is a flexible hybrid position. While primarily home-based (laptop and phone will be provided), a weekly working day in Glasgow is expected in this role, therefore candidates should be within commuting distance of Glasgow city centre. Occasional travel to FIS360 Ltd's Penrith office, and to meetings/events throughout the UK will also be required.

Candidates must have excellent IT and communication skills, and must be able to organise and prioritise a busy workload. Experience working with customer relationship management (CRM) software platforms (Zoho CRM is the platform used by FIS360) would be advantageous. Relevant training will be provided as required.

Person Specification (E = essential, D = desirable)

- E1. Relevant NVQ/SVQ qualification or equivalent relevant administration support experience
- E2. Excellent written and oral communication skills
- E3. Excellent IT skills including experience with MS Office (Word, Excel, PowerPoint, Teams, Outlook)
- E4. Effective team working and strong interpersonal skills
- E5. Ability to effectively plan and organise own workload
- E6. Impeccable organisational skills and attention to detail
- E7. Proactive and able to use initiative
- E8. Fast and efficient analytical/numerical capabilities
- D1. Experience working with CRM software platforms
- D2. Experience working in an ISO14001 and ISO9001 accredited organisation