

NORFOLK WILDLIFE SERVICES JOB DESCRIPTION

JOB TITLE: Business Admin Assistant
POST HOLDER: N/A

TEAM: NWS

DATE: August 2024

PREPARED BY: RS

OVERALL PURPOSE OF THE JOB:

Norfolk Wildlife Services is a wholly-owned trading company of Norfolk Wildlife Trust and provides a range of ecological and arboricultural services to a wide range of clients.

Provide administrative support to help ensure the smooth operation of the consultancy's administrative systems and record keeping.

REPORTING TO:

Business Support Officer

REPORTING TO POST HOLDER:

N/a

OTHER WORKING RELATIONSHIPS:

Consultancy staff, Finance team, other colleagues across Norfolk Wildlife Trust. Consultancy clients and suppliers.

MAIN DUTIES:

1. Work with the Business Support Officer to maintain existing office systems, ensuring that all records and communications regarding contracts, clients and contacts are accurately entered and kept up to date.
2. Work with the team assist with the preparation and issuing of quotes and correspondence to prospective clients and liaise with NWT's Finance Team to ensure that it raises and issues invoices to clients when required.
3. Act as a point of contact for clients and enquiries (by phone and email), presenting a helpful and friendly service and ensuring effective and timely communications between clients and the team.
4. Support the Business Officer in the preparation of regular reports (e.g. key performance indicators, work in progress) for the team, NWT management and NWS Board of Directors.
5. Assist the Business Officer with maintaining records for compliance with the consultancy's quality control accreditations (e.g. ISO9001, ISO45001 and CHAS).
6. Support the Senior Ecologist to coordinate protected species survey schedules and diaries, liaising with the team and subcontractors to ensure surveys are effectively prepared for and undertaken in keeping with client expectations.

7. Work with the team to help develop ways of improving the efficiency and effectiveness of office administration systems.
8. Ensure that office supplies and resources are maintained, liaising with suppliers and making authorised purchases as required.
9. Undertake other ad-hoc duties and projects as agreed with the Business Support Officer and Senior Ecologist.

OTHER DUTIES:

Adhere to all staff policies and procedures, in particular, Health and Safety

SPECIAL REQUIREMENTS:

None

LIMITS OF AUTHORITY:

Sign own correspondence

Commit and expend funds for purchases within agreed parameters

RISKS ASSOCIATED WITH THE POST:

None

PERSON SPECIFICATION:

- Demonstrable knowledge, skills and experience of maintaining and developing office administration systems and records
- Experience of entering records and extracting reports from a database (NWS currently uses MS Access), although training will be provided
- Attention to detail and problem solving skills
- Excellent time management skills and ability to multi-task and prioritise work
- Excellent written and verbal communication skills
- Strong organisational skills
- Proficiency in MS Office
- An interest in nature conservation would be an advantage.

CONDITIONS OF SERVICE:

See Contract of Employment