

Job Title: Business Administrator
Reporting to: Managing Director
Location: Hollywood, Head Office
Hours: 37.5 hours per week
Salary: £33,400 per annum

About the role

The Business Support Officer provides professional business, operational and administrative support to the organisation, with particular responsibility for the coordination and monitoring of Service Level Agreements (SLAs), supplier performance, business processes and management information.

The role supports managers and operational teams by maintaining accurate business information, monitoring agreed service standards, coordinating activities, preparing reports and ensuring that actions and contractual commitments are followed through effectively.

The Business Support Officer will work with internal departments, suppliers and external stakeholders to support the effective delivery of services and ensure that agreed standards, timescales and performance requirements are monitored and maintained.

The role will also use business, economic and analytical knowledge to support the interpretation of operational and financial information, identify trends and variances, and provide information to support business decisions and continuous improvement.

OUR HOMES PROVIDE AN ENVIRONMENT WHERE INDIVIDUALITY IS EMPHASISED AND THE PRIVACY AND DIGNITY OF ALL OUR RESIDENTS IS RECOGNISED

Duties and Responsibilities

Business Support

- Provide professional business support to managers and operational teams across the organisation.
- Coordinate and administer business activities, processes and workstreams.
- Maintain accurate business records, databases, trackers and management information.
- Prepare business documents, reports, presentations, spreadsheets and correspondence.
- Coordinate meetings, prepare agendas, record actions and monitor completion of agreed actions.
- Monitor deadlines and proactively follow up outstanding activities.
- Respond to internal and external queries and ensure matters are directed to the appropriate person where required.
- Support the implementation of business initiatives, projects and operational improvements.
- Maintain organised and accurate electronic records and documentation.

Service Level Agreement Management

- Support the administration and ongoing management of Service Level Agreements with internal teams, suppliers and external service providers.
- Maintain an up-to-date register of SLAs, contracts, service specifications, performance measures and key dates.
- Monitor agreed service levels, performance indicators, response times, deadlines and contractual requirements.
- Collect and collate information from relevant teams and suppliers to monitor performance against agreed standards.
- Maintain SLA performance trackers and management information.
- Identify missed targets, service failures, recurring issues and areas of underperformance.
- Escalate material issues to the relevant manager and support the development and monitoring of corrective actions.

- Coordinate regular SLA review meetings and maintain accurate records of actions and decisions.
- Monitor outstanding actions and ensure these are followed up within agreed timescales.
- Support managers with the review and renewal of SLAs and associated documentation.
- Maintain an appropriate audit trail of SLA documentation, correspondence, performance information and actions.

Supplier and Contract Administration

- Provide administrative support in relation to suppliers and external service providers.
- Maintain accurate records of supplier agreements, contacts, service requirements and key contractual dates.
- Monitor supplier performance against agreed service standards.
- Coordinate information requests and ensure responses are received within agreed timescales.
- Record and monitor supplier issues, actions and resolutions.
- Support managers in identifying recurring service issues and opportunities to improve supplier performance.
- Assist with the preparation of supplier review information and performance reports.
- Ensure relevant documentation is retained accurately and securely.

Business Reporting and Management Information

- Collect, analyse and present operational and business information.
- Prepare regular reports on SLA performance, supplier performance, operational activity and business performance.
- Maintain dashboards, spreadsheets and management information systems.
- Monitor performance against agreed targets and identify variances or areas requiring attention.
- Identify trends, recurring issues and changes in performance.
- Prepare clear summaries of key findings for managers and senior colleagues.
- Ensure all information presented is accurate, timely and appropriately documented.
- Support the preparation of information for management meetings, governance meetings and business reviews.

Financial Administration and Reconciliation

- Provide administrative support in relation to the organisation's financial processes and records.
- Receive, process and accurately record supplier invoices in accordance with established procedures.
- Check invoices against purchase orders, contracts, Service Level Agreements and supporting documentation to ensure that charges are accurate and appropriately authorised.
- Liaise with internal departments and suppliers to resolve invoice queries, discrepancies and outstanding information.
- Maintain accurate records of invoices received, processed, queried and paid.
- Assist with the reconciliation of supplier accounts and identify outstanding or unusual transactions.
- Support the reconciliation of bank statements against accounting records and financial transactions.
- Investigate discrepancies between bank statements, invoices, payment records and internal financial systems, escalating unresolved issues to the appropriate manager or finance colleague.
- Assist with the identification and correction of duplicate, missing or incorrectly recorded transactions.
- Maintain accurate financial administration records and supporting documentation to ensure an appropriate audit trail.
- Prepare basic financial reports, schedules and reconciliations for review by managers and finance colleagues.
- Support month-end financial administration, including the collation and checking of relevant invoices, transactions and reconciliation information.
- Assist with monitoring expenditure against agreed budgets and identify significant variances or unusual transactions.
- Ensure all financial information is handled confidentially and in accordance with organisational policies, financial procedures and applicable data protection requirements.
- Support the continuous improvement of financial administration processes, including opportunities to improve accuracy, efficiency and financial controls.

Stakeholder Management

- Develop effective working relationships with colleagues, managers, suppliers and external stakeholders.
- Act as a professional point of contact for designated business support activities.
- Coordinate information between different departments and stakeholders.
- Communicate requirements, deadlines and actions clearly.
- Follow up outstanding information and actions professionally and appropriately.
- Support managers in resolving operational and service delivery issues.

Governance and Compliance

- Maintain accurate and auditable business records.
- Ensure business information is handled securely and confidentially.
- Support compliance with organisational policies, procedures and contractual requirements.
- Prepare documentation and information required for internal reviews and audits.
- Maintain appropriate records of SLA performance, supplier reviews, actions and decisions.
- Ensure relevant deadlines and governance requirements are monitored and met.

Essential Criteria:

- Degree-level education or equivalent relevant professional experience.
- Strong numerical and analytical skills.
- Good working knowledge of Microsoft Office, particularly Excel, Word and PowerPoint.
- Degree in Economics, Business Economics, Business Management, Finance, Accounting or a related discipline.
- Relevant qualification in business administration, contract management, procurement, project support or business operations.
- Advanced Excel or data analysis skills.

Essential Experience

- Experience in a business support, business administration, operations, commercial support or similar professional role.
- Experience of coordinating and monitoring Service Level Agreements, contracts or supplier relationships.
- Experience of preparing business reports and management information.
- Experience of maintaining databases, spreadsheets, trackers and accurate business records.
- Experience of working with multiple stakeholders and managing competing priorities.
- Experience of monitoring deadlines, actions and performance against agreed requirements.
- Experience of analysing business, operational or financial information.

Additional information

- Disclosure and Barring Service - you will need to complete an Enhanced Access NI disclosure. Access NI is a branch of the Department of Justice. Their role is to process applications from members of the public who require a criminal record check for employment purposes. Healthcare Ireland require 3 forms of ID to process this check.