

BUSINESS SUPPORT OFFICER

(Part time 21 hours / 3 days per week, permanent role)

What will you do at CDS and how does that link to our purpose?

Working as part of the Corporate Services team, you will provide office support to staff working from our offices and remotely, doing your part to ensure the smooth running of the London head office.

As a natural enabler, your relentless organisation and good critical thinking skills will help the Corporate Services team and the office to work more efficiently.

Your ability to anticipate the needs of the team and work independently will drive you to be highly productive whilst working with minimal supervision. Your flexibility and positivity allow you to effectively manage competing priorities, quickly change focus and provide help wherever there is a need.

What difference will you make?

- Our colleagues across the organisation will have the capacity to work effectively because you sort out arrangements swiftly e.g., setting up new phones, organising equipment for new starters, collecting from leavers, organising meeting rooms, preparations for meetings including set-up, organising catering, etc.
- Remote staff will work more efficiently because of the office support you will provide
- We will be efficient because our documentation will be complete and easy to find, and the information filed and stored on our systems will be accurate
- You will help us get good value for money with items you procure e.g., office stationery, small furniture items and services such as Archiving, Confidential waste disposal, etc.
- The office environment will be conducive for staff as you very quickly work to resolve any issues with the building's provider.
- You will fill gaps and provide cover as required in the team

We will look to you to

- Provide office-based support to the staff
- Ensure our IT systems accurately reflect the work done and records are properly maintained
- Look for ways to help the team, adding value even when no one is looking
- Write professional, courteous and grammatically correct correspondence for internal and external audiences
- Be comfortable using Microsoft Word, Outlook, and Excel, be a quick and accurate typist and be capable of learning a new IT system quickly and properly
- Contribute to our corporate goals by working collaboratively with staff
- Build our reputation for reliability, fairness, and integrity in every aspect of your work
- Take pride in your work and demonstrate collaboration, ownership, and accountability
- Solve problems effectively using your initiative with awareness of when to escalate issues
- Take detailed notes of incoming calls and pass these along to the appropriate Officer
- Liaise with suppliers and other third-party agencies as and when required
- Assist with exploring new contractors and gathering quotes during consultation processes
- Be capable of compiling and presenting feedback from consultation processes in a meaningful way
- Raise purchase orders and communicate with suppliers
- Carry out any other duties consistent with the job purpose which may be required from time to time

You will definitely bring

- Experience delivering an exceptional support service
- Flexibility and resilience to thrive in a reactive role where expectations can change frequently based on business needs
- Experience working effectively in a high-pressure environment, successfully juggling multiple competing priorities
- A willingness to learn new skills, try new ways of doing things and to step in when a colleague needs help
- Pace, energy and enthusiasm
- Proven ability to take ownership of your work and demonstrate you follow through on issues
- Excellent communication skills – verbally and in writing
- Confidence and aptitude working with IT systems
- Attention to detail and a track record of great organisation and record-keeping
- A strong sense of accountability and ownership

You will be a star performer in this role if you

- Enjoy being meticulous and accurate in everything you do
- Love to make order out of chaos
- Take pride in working quickly and doing a job well
- Have experience working in a busy office
- Type quickly and accurately
- Are computer savvy and comfortable using MS Office products
- Love to help other people succeed
- Like to be prepared and plan ahead
- Are the most reliable person you know

This probably isn't your dream job if you ...

- Don't mind if tasks are not completed
- Do not have good attention to detail
- Take time to get comfortable with unfamiliar IT systems
- Rely on your own judgement rather than following processes strictly
- Wait for work to come to you instead of actively looking for ways to help out
- Prefer to work remotely
- Would feel lonely if you were the only person regularly in the office
- Need a lot of guidance and reassurance

You will be responsible for....

This role has no management responsibilities

You will get support from....

The Corporate Services team

What we offer:

Salary: £26,000
plus, up to 10% bonus
(pro rata)

Other Benefits:

- Contributory pension scheme (Social Housing Pension Scheme up to 10% of salary matched)
- 28 days annual leave (3 fixed, plus statutory bank holidays) Pro rata
- Health cash plan (non-contributory)
- Employee perks system (Perk box)
- Eligibility for an annual performance bonus