

Job Description

Post Title	Department
Business Support Administrator (Admin and HR)	Business Support
Responsible to	
Business Support Administration Leader	
Normal Place of Work	
Jamestown	
Date	
August 2024	

Job Purpose

Reporting to the Business Support Administration Leader, duties include:

- General administration services to the organisation but primarily to the Projects and HR sections.
- Administrative tasks

Key Tasks and Responsibilities

General Administration

- Perform general administrative tasks. This will include but not be limited to:
 - Drafting correspondence;
 - Filing, and photocopying/scanning;
 - Issuing LPOs;



- Checking invoices and assisting with purchasing;
 - Minute taking at meetings;
 - Undertaking research;
 - Providing a customer facing role when required, including providing cover on reception; and
 - Providing cover for the other Business Support Administrators where necessary.
- Provide administration support to the IT Officer.
- Support the BSAL in public relations, marketing and communications, inclusive of the company website and social media pages.
- Monitor, process and coordinate all land and buildings activities including maintenance, licenses, leases, key register records, checking and raising invoices where necessary.

Administration Support to the Projects Section

- Ensure that all project documentation, records, plans, expenditure and reports are updated, tracked and maintained, alerting the Project Manager of any anomalies.
- Support the Project Manager with preparation and implementation of the administration of Contracts.
- Assist the Project Manager with organising flights, accommodation and immigration documentation etc. for overseas contractors.

Administration Support to Human Resources

- Ensure accurate and up-to-date records of employee information, such as personal details, employment contracts, benefits, and performance reviews. Handle confidential information with sensitivity.
- Assist in organising HR events and meetings.
- Provide admin support to the Business Support Manager for the implementation of the company's training and development needs.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



Core Competencies

- Excellent computer skills; must include very strong Excel and Word
- Excellent organisation skills
- Ability to multi-task and prioritise as needed to meet key deadlines
- Absolute confidentiality of sensitive company, consumer and employee data
- Able to use initiative to suggest solutions to problems
- Keen to adopt new ways of working and technology
- Confident to deal with awkward and irate customers politely and assertively.

Dimensions

Asset Responsibilities
Office equipment to a maximum value of £10,000.
Total staff supervision
None.
Budget Responsibilities
None
Key Contacts
Connect Saint Helena Ltd Directors, managers, staff, customers and contractors

Person Specification

Attribute	Level	Essential	Preferred
GCSE in English and Maths or equivalent	Grade C	Yes	
Experience in a busy administration office	2 years	Yes	
Experience in a customer focused environment	1 year	Yes	
Computer literate	2 years	Yes	
- Experience with word/excel	1 year	Yes	
- Experience in the use of MS outlook			
- Basic website maintenance	1 year		Yes
- Desktop publishing	1 year		Yes
- MS Access database or similar	1 year		Yes
First Aid Qualification	Basic		Yes
Driving License			Yes

Working Conditions

Based at Connect Saint Helena Ltd's Head Office, at Seales Corner, Jamestown. It may be necessary on occasions for visits to sites and other premises. Some out of normal hours work may be required on occasions.

Job Context

Connect Saint Helena Ltd. is the sole supplier of utility services on Saint Helena. Many of the systems are without backup and directly relate to the quality of the product, failure therefore results in consumer dissatisfaction.

The Business Support team supports the operational teams in the delivery of services to customers. The core service provision relates to the generation and distribution of electricity; the collection, storage, treatment and distribution of water; and collection, conveyance and disposal of sewage.

