

JOB PROFILE + PERSON SPECIFICATION

JOB IDENTITY	
POST TITLE: Business Support Executive	DEPARTMENT: Corporate Services
REPORTS TO: Chief Executive	SALARY POINT: Band 3 £33,356 – £39,000
Date last reviewed:	May 2025
JOB CONTEXT	
<p>The Atrium Group (Atrium) comprises Atrium Homes, a successful Registered Social Landlord with charitable status and Atrium Initiatives, a commercial subsidiary.</p> <p>As with all posts in Atrium, there is a responsibility for the post holder to demonstrate a commitment to Atrium’s aims and objectives, adhere to the principles and specifics of the Code of Conduct for staff, and meet the requirements of the competency framework which relates to the post.</p>	
NATURE OF ROLE	
<p>In terms of Atrium’s Grading definitions, this post is categorised as a Senior Administrative post (level 1). These can broadly be described as posts that involve a level of judgement and a proportion of ad hoc decision-making. Some supervision of staff may be involved but this stops short of line management responsibility.</p>	
JOB PURPOSE	
<p>The job purpose is to provide excellent business reporting and administration support across the organisation, supporting the Executive Management Team with day to day management of Corporate functions of the Atrium Group.</p> <p>There is a responsibility for the post holder to demonstrate a commitment to Atrium’s aims and objectives and to adhere to the principles and specifics of the Code of Conduct for staff in every aspect of this post.</p>	
MAIN DUTIES	
<p><i>In this post, your focus will be on reporting to the Executive Management Team on a number of areas and supporting the wider Management Team’s work on performance reporting, governance and corporate activities. The examples given below are illustrative of the types of activities that may be undertaken by the post holder, rather than exhaustive.</i></p> <p>ICT</p> <p>The Atrium Group is in the process of procuring new, integrated Housing Management and Finance software. As part of our transformation strategy, we are also moving from on-site server provision and will be using the Microsoft 365 suite of software for file storage etc.</p> <p>The postholder will provide administrative support to the Implementation Team by monitoring deadlines for the software provider and testing of data migrations required to be completed by</p>	

team members. This work will help Atrium to ensure that the migration of its core software systems is efficient and accurate, and migration is as successful as possible.

The postholder will also act as the first point of contact for IT related queries from staff, triaging these based on the nature of the query before advising on the best avenue for seeking a solution.

Governance

The postholder will provide support to the Executive Management Team in servicing the Boards and Sub-Committees of the group, including routine and ad hoc correspondence with board members and support to finalise and upload papers for information and ahead of planned meetings.

Act as minute and organising secretary at Board, Sub-Committee and other Atrium meetings and ensure that minutes are stored appropriately and published on the website.

Maintain Board records including attendance and training records, and upload and monitor Atrium training modules completed in the e-learning portal. Ensure that all corporate records are updated regularly.

Support Atrium's work on our Strategic and Operational Risk Registers, assisting the with the work needed to collate documents and monitor deadlines for users' reviews.

Performance Reporting

The postholder will support the Management Team to maintain our performance management culture by gathering regular operational and financial statistics centrally, supporting the routine reporting of performance both internally and externally, against targets and our peers.

Administration

Support the Management Team by undertaking various administration tasks within the Group, including but not exclusively:

Monitor corporate inboxes, ensuring that contacts requiring action are either actioned by the postholder or forwarded to the appropriate colleague, and monitor completion of all required actions.

Support Atrium to fulfil its regulatory obligations and provide a consistently good quality response to all Subject Access, Freedom of Information and Environmental Information requests.

Support Atrium's complaint management process by monitoring complaints received and logged by colleagues, ensuring target response times are met (flagging deadlines where necessary) and ensuring that lessons learned are captured where appropriate.

Support Atrium's GDPR obligations by working to ensure that both paper and electronic records are stored appropriately and destroyed within prescribed retention timescales.

Support the Executive Management Team's policy work by aiding the monitoring of review periods, assisting with the research of best practice examples from the wider industry and recent updates to the regulatory or statutory requirements of the group.

Support the Executive Management Team in recruitment activities, including placing adverts, issuing application packs, receiving and anonymising applications and maintaining all necessary records for the process.

Collate and analyse data from our systems and peer networks where appropriate which will support the Executive Management Team's strategic work as directed.

Book conferences, seminars and training courses for staff and Board, and ensure that all training provided by Atrium is recorded in the e-learning portal.

Assist with any other administrative duties requested of you by the Management Team.

Health and Safety Compliance

Ensure you comply with the organisation's health and safety policy and procedures, legal and statutory responsibilities and developments in best practice of work.

General

Working at Atrium requires an open attitude and a positive approach to fresh challenges and activities along with a willingness to embrace any other duties, which are appropriate to the grade of the post and the needs of the organisation.

We expect all employees to be able to schedule their own workload in an appropriate manner, taking into account other priorities and ongoing work within the team, department and organisation. This involves being able to effectively manage a varying workload whilst balancing competing priorities while working within policy and procedural requirements to achieve organisational objectives.

From time to time, you may be asked to represent Atrium at appropriate conferences, seminars and various local forums. You may also be asked to deputise for colleagues as required.

EDUCATION & QUALIFICATIONS

ESSENTIAL:

- Three Highers or equivalent qualifications, or demonstrable experience in a similar post

DESIRABLE:

- HNC/HND or similar level qualification

EXPERIENCE & KNOWLEDGE

ESSENTIAL:

- A strong, customer service-focussed mindset
- Experience of providing administrative support to business teams
- A personal commitment to the pursuit of excellence and the continuous improvement of services

DESIRABLE:

- Experience of working in a highly regulated and customer-oriented service environment

- Experience of managing customer complaints and being able to identify what constitutes a satisfactory resolution for the customer as well as improvements to processes needed
- Knowledge of UK GDPR requirements
- Knowledge of Health & Safety in an office

SKILLS & PERSONAL QUALITIES

ESSENTIAL:

- Pro-active, hard-working, flexible, adaptable and reliable, with the ability to work outwith standard office hours on occasion and for attendance at monthly / quarterly Board and Sub-Committee meetings
- Highly IT literate with excellent spreadsheet, database and general IT skills
- Excellent administration skills, accuracy and attention to detail
- Good planning and time management skills and the ability to independently manage a varied workload with clear deadlines
- Excellent communication, both oral and written
- Ability to develop positive working relationships
- Ability to maintain confidentiality when handling personal and sensitive information

DESIRABLE:

- Ability to form creative and innovative solutions
- Sound analytical, problem solving and decision-making skills coupled with an ability to exercise sound judgement in pressured situations

ADDITIONAL REQUIREMENTS

CRIMINAL RECORD CHECKS

Basic Disclosure

The preferred candidate will be required to undertake a Basic Disclosure check. A confirmed offer of appointment will be subject to a satisfactory outcome of this pre-employment check.