

JOB DESCRIPTION

1. IDENTIFICATION OF JOB

JOB TITLE: Business Administrator (CEC)
POST NUMBER: A7
FUNCTION: Business Administration of Cornwall Environmental Consultants
RESPONSIBLE TO: Managing Director
RESPONSIBLE FOR: Cornwall Environmental Consultants
WORKS WITH: CEC Management Team, CEC Staff, CWT Admin staff

2. OVERALL PURPOSE OF JOB

- Organise the day-to-day running of the CEC office
 - Manage CEC accreditations, including ISO9001, ISO14001 and OHSAS 18001 / ISO45001
 - Provide administrative support for the Managing Director
 - Assist in the generation of monthly financial forecasts
 - Coordinate training records and manage training requirements (including Health & Safety)
 - Administration and development of CEC's project management systems including client relationship management and enterprise resource management systems
 - To undertake a range of tasks and projects in support of the consultancy team including responding to clients, issuing reports and assisting with the generation of quotes
 - Updating the CEC websites and social media platforms
 - Organising internal and external events
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3. MAIN RESPONSIBILITIES

- **Business and Financial Administration**
 - ~ Assisting with the preparation of tenders and bids
 - ~ Credit control – liaise with Accounts and follow up debtors
 - ~ Financial records – support Managing Director in logging and authorising Purchase Orders, Purchase Invoices, Sales Invoices and producing financial performance information including staff utilisation and Work In Progress (in liaison with Accounts team)
 - ~ Update and Maintain CEC financial forecast spreadsheet

- ~ Management of CEC's bespoke EVE Project Management Database in liaison with IT department, including financial records, tender analysis and project review/performance
 - ~ Assist with the migration of CEC to a new project management and client management system in autumn 2021
 - ~ Cashflow - alerting staff when invoices become due
 - ~ Administer Pre-Qualification Questionnaires / Vendor Assessments / Approved Supplier List
 - ~ Organising & minuting CEC Board and team meetings
 - ~ Preparation of reports to assist team leaders and Managing Director with work programming
- **Business development support**
 - ~ Assisting the Managing Director with company development activities
 - ~ Management of training plans and records for CEC Staff
 - ~ Assisting with CEC's recruitment needs & requirements
 - ~ Assisting with Marketing activities including organising events and updating social media and websites
 - ~ Using software such as Mailchimp and Wordpress
- **Business Management System:**
 - ~ Management of **ISO 9001 accreditation**
 - ◆ Reviewing procedures and policies & amending as and when required
 - ◆ Management of customer service issues, including feedback & complaints (in liaison with Marketing Officer)
 - ◆ Undertaking Internal Audits & Organising External Audits
 - ◆ Maintaining ISO 9001 accreditation
 - ◆ Attendance & organisation of Quality Team Meetings and annual Management Review
 - ~ Management of **ISO 14001 accreditation**
 - ◆ Review & update Environmental Action Plan (EAP)
 - ◆ Maintain EAP objectives and targets
 - ◆ Review & update policies and procedures (relating to EAP)
 - ◆ Undertaking Internal Audits & organising External Audits
 - ◆ Maintaining ISO 14001 accreditation
 - ◆ Manage environmental issues raised by staff or clients
 - ◆ Attendance & organisation of annual Management Review
 - ~ Management of **OHSAS 18001 / ISO45001 accreditation**
 - ◆ Manage migration from OHSAS 18001 to ISO45001
 - ◆ Review & update H&S Manual/Policy (in consultation with HR Manager and Consultancy Manager)

- ◆ Maintain H&S objectives and targets
- ◆ Review & update policies and procedures (in consultation with HR Manager)
- ◆ Undertaking Internal Audits & organising External Audits
- ◆ Maintaining OHSAS / ISO accreditation
- ◆ Manage H&S training requirements
- ◆ Attendance & organisation of annual Management Review
- ◆ Maintaining records and purchasing work equipment & PPE

• **Providing administration services (in conjunction with other administration staff):**

- Assisting with the administration of Bat and Barn Owl Assessment service including client liaison, generating quotes, organising payment and issuing reports
- Answering telephone calls, taking messages and downloading answer machine messages
- Undertaking reception duties for CEC as required
- Organising and minute taking of meetings
- Acting as Fire Warden
- Administration of office equipment, including photocopier/telephones etc and specialist ecological survey equipment

Other Items:

CEC is the consultancy of the Cornwall Wildlife Trust, based in the same office near Truro

The nature of this post means that occasionally out of hours and weekend working may be required.

The post holder will abide by organisational policies and procedures including CEC's Equality and Diversity Policy.

In order for the organisation to work effectively you may be required to assist with other areas of work and therefore you should be prepared to undertake other duties as delegated by your line manager.

Location:

The post is based at Five Acres, Allet, Truro, TR4 9DJ

Ends

PERSON SPECIFICATION

JOB TITLE: CEC Business Administrator

This section details the experience, skills, knowledge and personal qualities ideally required for the post.

Area A EXPERIENCE

Essential	Desirable
A minimum of 3 years' experience within an administrative role	Experience of preparing and being responsible for audits
A proven track record of reliability and integrity	Experience of working in a consultancy business
Maintenance of electronic filing	Experience of working in the development and construction sector
Experience of working with financial systems	

Area B KNOWLEDGE

Essential	Desirable
Excellent knowledge of IT software such as Word, Excel, Outlook, Mailchimp and Wordpress	NVQ Level 3 – Business Administration or equivalent relevant qualification
Knowledge of financial systems and sound financial management	Knowledge of Quality Management Systems, Environmental Management Systems and Health & Safety Systems
A thorough understanding of Health and Safety in the workplace	Experience of health and safety in the development and construction sector

Area C SKILLS

Essential	Desirable
Attention to detail and an ability to manage accurate recording and reporting of information.	Ability to work effectively in a team environment.
Excellent communication, planning and organisational skills	Researching information and data
Good inter-personal skills and confidence in communicating and dealing with people in a professional manner	Problem solving
Ability to manage workload and prioritise tasks	Multi-tasking
Scheduling meetings and preparation of meeting documentation including formal minutes	
Effective telephone manner and accurate written work	

Area D PERSONAL QUALITIES

Essential	Desirable
Self-motivating and proactive with a positive attitude	
Ability to work flexibly, including occasional evenings and weekends	
Proven ability to form and maintain good working relationships	
Able to maintain confidentiality and discretion.	
Outgoing and friendly, remaining calm under	

pressure	
Customer focused	