



ID – 1231 Business Support Administrator – Norfolk and Swaffham

20 hours per week (part-time)

Grade 2 (Lower) Point 13-15 - £22,546 - £23,966. Pro rata - (£12,187 - £12,954)

Permanent Contract

We are looking for a motivated and experienced business support administrator with an eye for detail to join our friendly and welcoming Norfolk and Suffolk team.

The successful candidate will have good IT skill and experience of using Microsoft Office and web-based databases and be highly motivated. You will be working across multiple teams as well as supporting our Operations and Service Managers so good communication skills are key and the ability to work to tight deadlines and multitask are essential.

The role is based in our Swaffham Office but there will be occasional working across other sites in Norfolk.

Our Values: People Focus, Mutual Respect, Excellence in all we do and a Can-Do attitude. If you can relate to these and have the necessary skills and attitude we can offer you: • A competitive salary, leave entitlement and pension scheme. • Career development opportunities. • A full induction and on-going quality training. • The opportunity to become part of national Family Action initiatives. • Managed workloads and regular supportive and reflective supervision. Family Action offers good working conditions, a comprehensive training programme and a matched Group Personal Pension Scheme (GPPS). We welcome applications from all sections of the community.

Family Action is a great place to work, and we were recently awarded an accreditation from Best Companies as a reflection of “very good” levels of employee engagement. In addition, we recently placed on the Sunday Times Best 100 not-for-profit organisations to work for 2020. In recent years we have created an organisational atmosphere that is forward-looking, entrepreneurial, and focused on impact and excellence. We want talented, creative, motivated people to join us and make us even better.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community / particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQ+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse any reasonable travel costs associated with attending an interview.

What will we offer you?

We offer flexible working hours, a generous pension scheme and leave entitlements, eye care vouchers, a cycle to work scheme and other great benefits. We have an excellent wellbeing offer



and we will invest in your professional development with on-going quality training and career development opportunities. We have six staff diversity networks that offer peer support and contribute to the strategic development of EDI; AccessAbility Network, Anti-Racism and People of Colour Network, Gender Equality Network, Inter-Faith Network, LGBTQIA+ Equality Network and Parents and Carers Equality Network. You'll join an established, supportive and high-performing service and have the opportunity to thrive in an innovative organisation that values your opinion, encourages learning and has the needs of children and families at its core.

We are forward looking, ambitious and committed to continuous improvement. We are a people focused, can-do organisation, which strives for excellence in all we do and operates with mutual respect. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

For an application pack and further information please visit:

www.family-action.org.uk/get-involved/work-us/current-vacancies/

Next steps:

- **To apply:** fill out the [Application Form](#) and email it to: completed.application3@family-action.org.uk
- **To learn more about Family Action:** check out our [Recruitment Pack](#)
- **To learn more about Family Action's terms & conditions:** check out the [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to encouraging diversity and promoting equal opportunities:** fill out our anonymous [Equality & Diversity Monitoring Information survey](#)

Closing Date: 14th July 2024 – 09:00am

Interview date: TBC

ID: 1231

Appointments are subject to satisfactory Safer Recruitment checks, including a Disclosure and Barring Service (DBS) check where appropriate to the role.