



Staffordshire
Chambers of
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Recruitment Pack

Administrator

Full Time

Permanent Position

January 2022



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At Staffordshire Chambers of Commerce, we believe that we can help all the people of Staffordshire to be more prosperous and have more opportunities, by helping businesses to belong to the Chamber and do things better. We take pride in delivering excellent services to our members and expect the highest standards from our employees.

Administrator

We have a fantastic opportunity for an Administrator to join our team, based at our offices at Festival Park, Hanley. We offer an attractive benefits package, a rewarding role in a great team and good opportunities for personal development. This is a full-time role, working Monday to Friday, a total of 35 hours per week, with the possibility for some of the role to be carried out as agile/home working.

Further information about Staffordshire Chambers of Commerce is available on our web site <https://staffordshirechambers.co.uk/careers> Closing date: Tuesday 1st February 2022



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About Staffordshire Chambers of Commerce

Staffordshire Chambers of Commerce has been in existence for over 200 years. It was born out of a desire from businesses to meet and trade and ensure that there was a voice for business and an organisation to represent their needs and deliver services to help them. We continue to deliver this role and have developed a wider relationship as part of the recognition of the contribution that the business community makes to economic and social success.

We provide the following services to support businesses start, grow and succeed.

Business Support – we are, at our heart, a membership organisation and believe that the best business support can come from the services we offer through our experienced staff. We have a range of member only services as well as funded programmes. We have developed specific membership offers to reflect our local economy in response to various sector groups in membership. **Enterprise Support** – we aim to inspire the entrepreneurs of tomorrow through bringing schools and businesses closer together, helping individuals start up their own business, educating teachers on the businesses in the area and supporting students in HE and FE to have the relevant skills for business and industry. We have established a club specifically for fledgling businesses to help them get established and lead into membership of the Chambers.

Trade – we encourage international trade through our DIT programme and export documentation service as well as supporting local trading through exhibitions, events and lobbying for local procurement opportunities. We have launched a specific international trade membership offer.

Training – we have a comprehensive, business focussed programme of training to encourage the workforce to reach its full potential, and which can be delivered on our premises or in a business through a bespoke service. We are developing our offer through partnerships with the universities and FE colleges in the county.

Events - we organise over 150 events each year of varying scale and size. This supports and informs business, helps strengthen supply chains and informs the business community of funding, finance, legislation, opportunities and risks.

Representation – this is a service at the heart of Staffordshire Chambers and is largely to support members. We do take on issues that affect the whole business community and lobby at all levels of policy and decision making.



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Job Description

Job Title:	Administrator
Accountable To:	Director of Finance and Corporate Services
Location:	Staffordshire Chambers of Commerce

Our Vision

All employees of the Chamber are expected to contribute to our vision:

'Staffordshire Chambers believes that we can help all the people of Staffordshire be more prosperous and have more opportunities, by helping business to belong to the Chamber and do things BETTER'.

Our Values

Our vision is supported by a set of core values which define the standards and behaviours which are expected of all employees:

We are:

- **Bold**
We try new things
We are passionate about making a difference
We always put our members first
- **Excellent**
We achieve the highest standards
We seek to improve continuously
We are committed to equality of opportunity
- **Trusted**
We communicate well
We are consistent in our approach
We put colleagues and customers first
- **Team Focused**
We are an outstanding team
We are focused on achieving our vision
We respect and support each other
- **Ethical**
We represent our members professionally
We make a positive contribution to the community
We act with integrity
- **Responsive**
We are open to change
We respond positively to customer feedback
We maximise opportunities

Job Purpose

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Provide accurate and responsive administration support to the Director of Finance and Corporate Services on quality and environment, contracts for services, HR, Health and Safety, GDPR, accreditations, claims and other corporate services functions as required.

Principal Accountabilities:

- Be responsible for the day to day administration of ISO9001 Quality and ISO14001 Environmental accreditations, including organising and undertaking internal audits and ensuring that procedures and documents are correct and up to date.
- Ensuring that IIP, Wellbeing and other accreditations are maintained, keeping up to date and accurate documentation and that relevant logos and plaques are used and displayed.
- Record and keep up to date registers such as IT equipment and complaints and compliments forms.
- Support in ensuring compliance with GDPR regulations including reviewing data audits and third party data processing agreements are in place.
- Support in the collation and submission of funded claims, ensuring accurate records and files are kept and partners receive their monies in a timely manner.
- Ensure that all contracts and paperwork are retained, stored and destroyed in accordance with the document retention policy and liaise with outside storage company.
- Be responsible for ensuring that documents, systems and processes including online HR, contingency plans and induction processes are kept up to date and relevant.
- Support in Health and Safety matters to ensure that the Chamber is legally complaint and a safe place to work.
- Collate relevant Chamber activity and data to support the production of the annual review, benchmarking and similar promotional documents.
- Arrange for all relevant minutes of meetings to be bound and archived.
- Undertake research and ad hoc project work such as on accreditations, awards and pledges.
- Offer support to the premises officer, to ensure relevant information held for premises contractors and that the schedule of maintenance is followed and that when facilities contracts are due to expire the relevant procurement procedure are followed.
- Support and assist as required, basic accounts functions and credit control
- Provide administrative support for Corporate functions, including any ad hoc tasks.



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- Represent the Corporate team on any Chambers staff groups as required and as aligned with interests.

General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve so that the highest quality standards are achieved
- Contribute to the Chambers' commitment to work in a commercially successful way
- Participate in internal/external meetings and training as required
- Participate in one to ones and appraisals in an open and positive manner
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with the Chambers' culture, values, aims and objectives
- Act as an ambassador for the Chambers at all times when dealing with Members and representing the business
- Contribute positively to the Chambers' team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably be required

NB: This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, Staffordshire Chambers of Commerce may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name (Please print): _____

Signed: _____

Date: _____

Person Specification



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Job Title: Compliance Administrator		
Criteria	Essential or Desirable	Method of Identification
Qualifications Minimum 5 GCSE's (or equivalent) including English and Maths Administrative qualification or equivalent experience	Essential	Application
	Desirable	Application
Proven Experience Experience in an administrative support role – at least two years. Experience of working in a multi-disciplinary team environment Ability to enter data and access information quickly and accurately Proven experience of working to targets and deadlines Ability to deliver a high level of customer satisfaction and service presenting a positive image of the Chambers to customers, colleagues, suppliers, and third parties Team player – willing to help colleagues, but also able to work on own initiative Experience of working on accreditations	Essential	Application
	Essential	Application
	Essential	Application/interview
	Desirable	Application
Knowledge, Skills and Abilities Highly competent use of IT - including excel, outlook and word Commitment to achieving the Chamber's vision Able to contribute positively to the Chamber's BETTER values Outstanding relationship building skills	Essential	Interview
	Essential	Interview
	Essential	Interview/practical assessment
	Essential	Interview



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Professional and friendly approach	Essential	Interview
Time management, able to prioritise and achieve deadlines	Essential	Interview
Excellent verbal and written communication skills	Essential	Interview
Problem solving skills – able to work on own initiative	Essential	Interview
High levels of numerical accuracy and ability to pull together reports	Essential	Interview
Highly organised and able to meet deadlines	Essential	Interview
Other Attributes		
Positive, sociable & outgoing	Essential	Interview
Desire to learn	Essential	Interview
Self-starter	Essential	Interview
Professional & discrete	Essential	Interview
Able to work flexibly and readily adapt to changing work priorities	Essential	Interview

Equality and Diversity Monitoring

Staffordshire Chambers of Commerce is committed to equal opportunities and diversity in all its activities. It is determined that in its provision of services and as an employer it will ensure equality of opportunity for all, regardless of age, race, gender

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(including gender reassignment), disability, marital status, sexual orientation, or religion or personal belief.

To help us implement and monitor this policy please could you provide us with the following information:

Please circle as appropriate -

1. Gender Male Female Other

2. Disability – Do you consider yourself to have a disability?

Yes No

If yes, please give brief details:

3. Date of Birth

16 - 25 26 – 35 35 – 56+

4. Ethnic Origin

A. White

British

Irish

Any other white background, please state

B. Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other mixed background, please state

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C. Asian, Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background please state

D. Black, Black British

Caribbean

African

Any other Black background, please state

E. Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or other ethnic group

Chinese

Any other background, please state

5. Sexual Orientation

Bisexual

Heterosexual

Homosexual (Lesbian/Gay) Other

6. Religion or Personal Belief (Please state)

Thank you. This information will be kept separate from your application form and will be treated in the strictest confidence.

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Staffordshire Chambers of Commerce is a Forces friendly employer and have signed the Armed Forces Covenant. Additionally, we hold the gold award for the Employer Recognition Scheme. Staffordshire Chambers of Commerce welcomes applications from the Armed Forces and their families and ensures that no one is disadvantaged. If you are serving or have served in the Armed Forces (or are a family member of) please state this on your application.

Data Protection

Staffordshire Chambers of Commerce will use any data you provide in your application to assess your suitability for the position advertised. This data will not be further processed unless your application is successful.

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All candidate information gathered through our recruitment campaigns will be protected and we will fulfill the requirements of the relevant legislation.

In the case of unsuccessful applicants, we will retain all relevant recruitment paperwork for a period of 12 months in case of any claim/dispute, after this time the paperwork will be destroyed by shredding or other confidential waste disposal methods.

Successful candidates will have their recruitment paperwork retained within personnel files and in line with our data retention schedule.

The Chamber will not use any form of automated processes in its recruitment decision making.

If you require any further information in relation to the protection of your data, please contact us using the details or view our privacy policy at:

www.staffordshirechambers.co.uk

How to Apply

Please send your CV to Lorraine Green **together with a supporting letter** detailing how you meet the requirements of the Administrator and how you support the Chamber BETTER values.

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Applications should be emailed to Lorraine.Green@staffordshirechambers.co.uk or posted/delivered to Staffordshire Chamber of Commerce, Commerce House, Festival Park, Stoke on Trent ST1 5BE

Closing date: Tuesday 1st February 2022

Thank you for your interest. We hope that this recruitment pack provides all the information you require, however if you have any queries, or would like to have an informal conversation about this role please contact Sonia Bhattle on 01782 202222

Staffordshire Chambers of Commerce is an equal opportunities employer