

VACANCY – Business Support Team Lead**LOCATION** - QINETIQ LOCH GOIL
EXPERIENCE**SALARY** – IN LINE WITH
WORKING HOURS – 37 HOURS PER WEEK

QinetiQ comprises teams of dedicated people; experts in defence, aerospace, security and related markets. We draw on our extensive technical knowledge and intellectual property to provide the know-how and support to solve some of the world's most challenging problems. Our people make the critical difference to customers by providing unique approaches to problem solving. Why don't you join some of the world's finest scientific and technical minds and help us make tomorrow work today?

Job description/Person specification - Role Purpose

The role will lead a geographically-dispersed team in line with individual development needs and business requirements. The individual performing this role will also be responsible for personally providing business administration support for the business.

The role will also be responsible for working as part of a wider team to identify improvements in productivity across the discipline ensuring that colleagues are exposed to the best opportunities and that the business is utilising their skills effectively.

This role will be based at Loch Goil and will involve both on-site and remote provision of business support services. The role will require regular travel to other sites in South/Central Scotland and Northern England and travel on occasion to other sites around the country.

The accountability list is not exhaustive and the role holder may be required to undertake other related tasks.

Key Accountabilities**Team Lead Responsibilities**

1. Line manage a team of business support administrators including all professional and personal development, management and monitoring of yearly objectives and enabling team members to deliver excellent business support services.
2. Identify areas for development for team members, plan and coordinate implementation of development plans including for career progression.
3. Identify where lack of resilience could impact operational performance and communicate the effect of this impact effectively. Ensure that resilience amongst team members is maximized and support cross-skilling to enable this. Identify where resilience could be achieved through the wider business support community and collaborate to achieve this.

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4. Act as Chair of a meeting both remotely (via facilities such as teleconference) and in person to run team meetings and meetings with colleagues as appropriate.
5. Manage stakeholder relationships within sphere of influence to ensure enduring, positive relationships, capturing and resolving or escalating changes in demand and other issues promptly.
6. Deal with issues relating to service provision or customer complaints escalating as appropriate.
7. Provide data and reporting of KPI's and trends to the Business Support Management Team as required.
8. Encourage service users to comment on the effectiveness of administrative services evaluating and taking action on the feedback received.
9. Identify, plan and lead continuous improvement activities within business support in collaboration with other colleagues to improve the services offered to the business
10. Monitor administrative services to ensure they are being used correctly and take appropriate action where administrative services are not being used correctly

Administrator Responsibilities

1. Support operations, e.g.projects/trials through administration of documentation e.g. filing project reports, maintaining schedules etc.
2. Participate in trials within the control room.
3. Administer the filing system (as ePDR user, electronic and paper based), archiving files in accordance with document security procedures and carry out mustering of documents
4. Carry out various security duties such as encryption, secure document issuing/distribution, monitoring networks and other related activities. Undergo Security Liaison training and support the current site SLO.
5. Provide support for preparation for external and internal audits
6. Provide support to visitors, i.e. booking onto site, escorting to meeting venue
7. Organise UK and/or international travel for groups of people
8. Purchase order administration - making purchases on a purchasing card/ orders on the purchasing system including ordering stationery and other items
9. Organise meetings/conferences including booking meeting rooms/external venues, sending out invitations/organising catering
10. Maintain a range of records via data administration and data entry including support for Health & Safety
11. Holiday/sickness cover for other members of Business Support team and

Key Capabilities/Knowledge

1. An expert in business administration with demonstrable experience and/or relevant professional Chartership or qualification
2. Leadership and development of teams to meet specific objectives
3. Stakeholder engagement
4. Commitment to delivering excellent customer service.
5. Analytical skills
6. Excellent interpersonal and communication skills
7. Proficient in MS Office
8. Excellent organisational skills with the ability to multi-task
9. Attention to detail
10. A commitment to continuous improvement and knowledge of how to plan and implement a continuous improvement project

Essential Qualifications

- Substantial business administration experience and/or relevant qualification
- Previous experience of leading a team.
- Full, clean driving licence and willingness to travel to other sites as required
- Security-clearance will be required to DV level

Desirable Qualifications

- Business administration qualification
- Experience in security administration or secure document management

If this is something you are interested or would like to know more about, please feel free to give me a call on **01895 205493** or alternatively email me at jamie.rogan@manpower.co.uk.

Apply via the QinetiQ website. Job ID 8508