Recruitment bulletin for ASDAN's Business Support Assistant

About the role:
We have a fantastic opportunity for an organised, dependable and dynamic individual to provide high-quality administrative and operational assistance to ASDAN's Executive Support, Trustees and HR Teams. This position plays a critical role in maintaining day-to-day workflow and managing essential communications. The ideal candidate will possess exceptional organisational skills, strong attention to detail, the ability to maintain confidentiality and bring a professional approach to collaborative teamwork.

The role is being offered as a full-time, hybrid working role, with time split between home and our office in St George, Bristol. However, for the right candidate we would consider part-time working hours across 4 days (a 0.8 contract).

About us:
ASDAN is an education charity and awarding organisation providing courses, accredited curriculum programmes and regulated qualifications to **engage**, **elevate** and **empower** every learner at any starting point.

Our goal is to engage learners through relevant and motivating courses to achieve meaningful learning outcomes, which elevate them to go on to further education, training and work, and empower them to take control of their lives. We do this by developing courses with an accessible and practical pedagogy for learners; and by supporting our partner educators to foster the personal, social and work-related abilities of learners with diverse needs.

We believe that learners should have the opportunity to discover, develop and make use of their abilities to affirm their identities, contribute to society, and challenge educational and social inequalities.

For further information about ASDAN, please visit our website: **asdan.org.uk**.

Conditions and how to apply:

Contract:	Permanent
Salary:	26,600 per annum FTE
Hours of work:	37.5 hours per week FTE. Part-time hours across 4 days (a 0.8 contract) would be considered, with specific hours and days to be agreed with the successful applicant, and the expectation of a minimum of 50% office attendance, including our core office day, a Tuesday.
Pension:	Scottish Widows. Post-holder has option of two levels of contribution: • employee 3% employer 6% • employee 6% employer 9%
Leave entitlement:	Starting at 24 days per annum FTE, rising an additional day per year to maximum 32 days per annum FTE, in addition to statutory bank holidays.

Location: This is a hybrid role, working partly from home and partly from our main office in St George, Bristol, with the expectation of a minimum of 50% office attendance, including our core office day, a Tuesday.

How to apply:
To apply for this position, please visit the vacancies section of the ASDAN website asdan.org.uk/vacancies,where you will find the job description and application form. You are welcome to submit a CV alongside your completed application form, however only applications made using the application form will be considered.

Within your application form, please include a clear outline of why you feel you would be suitable for the position, including examples of your skills and experience, referring to the person specification as appropriate. Please indicate your preferred work pattern on the application form or within your cover letter.

Please email your application to personnel@asdan.org.uk.

It would be appreciated if you could complete ASDAN's equalities, diversity and inclusion (EDI) monitoring form at the time of your application. This information will be treated as confidential for monitoring purposes only and kept separate from your application.

Key dates:

Applications close: noon Monday 2 November 2026

Interviews: Week commencing Monday 9 November 2026

Interviews will be held at ASDAN's main office in Wainbrook House, St George, Bristol.

Please contact personnel@asdan.org.uk for an informal conversation about this opportunity.

Job description

Accountable to:	Executive Co-ordinator and Clerk to the Trustees
Responsible for:	n/a
Liaison with:	HR, CEO, Directors, Head of Finance, Head of Operations, Leadership colleagues, Trustees and colleagues across ASDAN

Job Purpose

The Business Support Assistant provides high-quality administrative and organisational support across ASDAN, with a particular focus on supporting executive and governance administration and the effective delivery of routine HR processes.

Working closely with the Executive Co-ordinator and Clerk to the Trustees and colleagues across the organisation, the postholder will help ensure that meetings, records, documentation, communications and administrative processes are well organised, accurate and completed in a timely manner.

The role requires excellent organisation and attention to detail, a flexible and proactive approach, and the ability to handle confidential and sensitive information appropriately.

Key Responsibilities

- Business and Administrative Support (including Executive and Governance Support)
- HR and People Administration
- Information, Confidentiality and Compliance

Key Duties

The postholder will be responsible for delivering the following:

1. **Business and Administrative Support (including Executive and Governance Support)**

- Provide flexible administrative support across the organisation in response to business priorities.
- Coordinate meetings, appointments, travel, accommodation and other arrangements as required.
- Prepare and format documents, correspondence, reports, presentations and other materials.
- Maintain accurate records, trackers, spreadsheets and shared filing systems.
- Support the organisation of internal and external meetings, events and activities.
- Assist with purchasing, invoices, expenses and other routine business administration where required.
- Identify opportunities to improve administrative systems and ways of working.
- Provide cover and additional administrative support during periods of absence or increased workload.
- Monitor and maintain appropriate stocks of kitchen, stationery and other general office supplies, arranging replenishment as required.

2. **HR and People Administration**

- Provide routine administrative support for HR and people processes, working with relevant colleagues and maintaining appropriate confidentiality.
- Assist with recruitment administration, including arranging interviews, communicating with candidates and preparing recruitment documentation.

3. **Information, Confidentiality and Compliance**

- Handle personal, confidential and commercially sensitive information with discretion.
- Ensure records and information are managed in accordance with GDPR, ASDAN policies and agreed procedures.
- Maintain high standards of accuracy and confidentiality when working with trustee, employee and organisational information.
- Follow appropriate safeguarding, health and safety and information security requirements.

This job description may change as ASDAN develops, following discussion and agreement with the post-holder. The post holder will be expected to adopt a flexible approach to ensure the efficient and effective running of ASDAN. The post holder will have full opportunity to discuss and be active in changes or developments to this job description.

Person Specification

Education	**Essential or Desirable**
Experience or relevant qualification of working in an administrative, business support or similar role	Essential

Skills and Knowledge	**Essential or Desirable**
Excellent organisational and administrative skills, with the ability to manage competing priorities and deadlines	Essential
Strong attention to detail and a high level of accuracy	Essential
Good written and verbal communication skills	Essential
Confident user of Microsoft 365, including Outlook, Word, Excel, Teams and SharePoint	Essential
Ability to maintain effective records and administrative systems	Essential
Ability to work independently while recognising when matters need to be referred or escalated	Essential
An understanding of confidentiality and data protection requirements	Essential

Personal Attributes, Values and Behaviours	Essential or Desirable
Professional, discreet and trustworthy	Essential
Proactive, organised and dependable	Essential
Flexible and willing to support different areas of the organisation according to business need	Essential
Approachable and able to build positive working relationships with colleagues at all levels	Essential
Able to use initiative and exercise appropriate judgement	Essential
Works collaboratively and is willing to contribute as part of a wider team	Essential
Contributes positively to team culture	Essential
Demonstrates professionalism, reliability and accountability	Essential
Takes a proactive and solutions-focused approach to tasks and challenges	Essential

Behaviours and Values expected of all staff
Demonstrates a strong commitment to ASDAN's mission, values and charitable purpose
Actively works to secure the sustainability and growth of ASDAN, focusing on delivering on operational goals
Manages ASDAN's resources effectively and efficiently
Provides the highest standards of customer service to customers of ASDAN, with a passion for ensuring positive learner outcomes
Participates in ASDAN's annual review process and undertake appropriate training and development, ensuring up to date knowledge and practice is applied and maintained for the efficient and effective performance of the post
Effectively promotes the safety and well-being of children, young people and all vulnerable individuals, in line with ASDAN's safeguarding policy
Promotes a positive and inclusive working culture, respecting the unique contribution of every individual
Is flexible, friendly and helpful, and a collaborative team player
Ensures awareness of and compliance with all health and safety requirements in accordance with the provision of health and safety legislation
Diligently applies the requirements and principles of GDPR with regards to the security and confidentiality of information

Behaviours and Values expected of all staff
Demonstrates high levels of integrity, accountability and highly professional standards of behaviour