

Job Title:	Business Support Administrator
Reports to:	Chief Operating Officer (COO)
Key Relationships:	Trustees, Co-opted Advisors, Senior Leadership Team, Corporate Services
Location:	London, hybrid working arrangements
Contract	Permanent, 0.5 FTE over 3 days
Salary Range	Circa £30,000 pro rata depending on experience

Overview of the ESU

‘Communication is one of the most important things, and I feel the ESU has set us up for life.’
Schools’ Mace 2024 participant

Oracy gives young people the skills and confidence to shape their lives and to build a more connected and cooperative world

Both nationally and internationally, public discussion and political debate are increasingly polarised and divided. Social media, fake news and new technologies such as AI can create echo chambers, where claims pass unchallenged, and different views are hard to find. The English-Speaking Union shows that there is a more constructive and collaborative path. The ESU was founded in 1918 to build greater understanding and friendships between people and nations. We are an educational charity with international reach, with an ESU in over 50 countries. Today our work is focussed on training young people in oracy – speaking and listening skills, in critical thinking and self-expression - to build skilful communicators and engaged citizens and leaders. The English-Speaking Union and our work is more important now than ever.

Overview of the Team

The Corporate Services team provides essential strategic and operational support across the organisation. Our governance function oversees compliance, risk management, and performance frameworks. The finance team manages budgets, financial planning, and reporting. All of this contributes to effective decision making. We are also responsible for looking after our properties, which includes maintaining oversight of two commercial leases, and maintaining Dartmouth House which is a grade II* listed events venue and our Head Office in Mayfair.

Purpose of this role

The Business Support Administrator will provide high quality support to the Board of Trustees and its sub-Committees, and the Chief Operating Officer. This role will work closely with the Executive Assistant to the Director General.

This role is ideal for someone who enjoys being at the heart of an organisation’s operations — helping to keep the corporate services running smoothly, so that our Education and Supporter teams can focus on delivering impact through our programmes.

Responsibilities and Expectations

- Provide high-quality administrative and organisational support to the Chief Operating Officer, helping to ensure smooth day-to-day operations.
- Coordinate the preparation and timely circulation of agendas, papers, minutes and action logs for Board and Committee meetings.
- Monitor and report on progress against Board and Committee actions, ensuring timely follow-up and delivery.
- Support the delivery of the annual Board effectiveness review, gathering feedback and helping to implement improvements.
- Assist with the planning and delivery of the annual external audit, working with colleagues and auditors to meet key deadlines.
- Maintain key registers including the Gift & Hospitality Register, Declarations of Interest, and compliance trackers.
- Facilitate due diligence checks as needed, liaising with legal advisors to ensure accuracy and compliance.
- Maintain the organisation's contract register, tracking review dates and supporting internal contract reviews and renewals.
- Deliver one-off projects and provide flexible support across the Corporate Services team as required.

Skills and Experience

- A track record of providing secretariat support, including minute taking.
- Excellent administrative skills, highly organised with very good attention to detail.
- A tactful and conscientious individual who can navigate through complex situations
- Understands the importance of maintaining confidentiality
- A good understanding of charity governance.
- Strong written and oral communication skills.
- A motivated self-starter who can quickly translate issues into solutions.
- A team player who can quickly build trusted relationships at all levels.
- Strong communication and interpersonal skills.
- Can confidently and professionally challenge and hold people to account.
- The ability to manage several projects simultaneously whilst working at a high standard.
- Excellent IT skills including Microsoft Office.