



ROLE DESCRIPTION

Job Title	Business Support Hub Assistant
Salary Band	SCP 16-19
Reporting to	Business Support Hub Lead
Directorate	Resources
Service Area and sub area	Delivery and Assurance Unit
Political Restriction	N/A

1. Primary Purpose of the Post
<p>This is an exciting opportunity to be a key part of the Combined Authority's new central business support service and collaborate with colleagues across the CA to deliver new and enhanced ways of working.</p> <p>We are seeking enthusiastic and highly organised individuals to staff our new Business Support Hub. This pivotal role is key to providing exceptional administrative, logistical, and operational support to the entire organisation.</p> <p>As a Business Support Hub Assistant, you will play a vital role in delivering top-tier, efficient support to all departments, focusing on driving continuous improvement, streamlining processes, and enhancing service delivery. You'll be at the heart of several corporate systems, including travel booking and stationery ordering, and will assist in developing and maintaining robust standard operating procedures to be rolled out across the organisation.</p> <p>The Business Support Hub will:</p> <ul style="list-style-type: none">• Act as the centre of excellence and set the standards for providing departmental business support across a range of key process areas.• Drive innovation of existing administrative and transactional processes, responding to the growing demands of the organisation and improving options for self-service.• Investigate, trial and appraise technological solutions to support wider corporate administrative processes.• Centralise a meeting support 'offer' to replace the existing ad hoc approach which brings standardisation, best practice, and the potential for greater innovation.
2. Your responsibilities
<ul style="list-style-type: none">• Work with the Business Support Hub Lead to create and maintain administrative standard operating procedures associated with meeting management, diary management and document governance to be rolled out across the organisation.• Support key meetings across the Combined Authority by taking minutes and capturing key decisions and actions.



- Administer the CA's self-serve travel booking system, ensuring that movers/joiners/leavers are managed in the system, and other vital system changes are processed.
- Administer the CA's stationery ordering system.
- Work with Internal Audit to ensure that the newest versions of policies are uploaded to the policy tracking system and monitor and report levels of compliance across the organisation.
- Ensure that the Business Support Hub's SharePoint page is updated in a timely manner with any changes and important updates, signposting staff to the page to enable them to self-serve.
- Participate actively in the development of this new service area, adopting new tools and processes as the Business Support Hub matures, to ensure new services or products being delivered are fit for purpose and adequately tested. This will include system build/configuration and testing activities.
- Raising Purchase Orders and tracking invoices/payment for costs.
- Supporting ad hoc requests for the Hub's service including supporting and administering events.
- Liaising with external suppliers and partners such as our travel booking partner and stationery suppliers.
- Review regular performance data to ensure daily targets are maintained and effective service maintained. Utilising performance data for effective resource planning for key events/peak demands in service.
- Support the Business Support Hub Manager in delivery of automated solutions that improve both the customer experience and team performance within the Hub.
- Identify areas of inefficiency within the Business Support Hub to drive efficiency – and implementing any services that may be migrated to the Hub following wider strategic review.

The role holder may be required to undertake any other appropriate duties as deemed necessary.

3. General Corporate Responsibilities

Demonstrating the right culture and communicating effectively

- Continuously demonstrating the behaviours of LCR First, Respect and Action Focused.



- Regular dialogue and positive business relationship building with internal and external colleagues.
- Sharing knowledge and information with others.
- Building personal and departmental credibility.
- Participating in work to continuously improve project delivery at the CA.

4. Recruitment Plan

Competency Based Interview
Assessment

PERSON SPECIFICATION

Job Title: Business Support Hub Assistant

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Administration qualification or proven experience in a similar role	D	

Experience and knowledge	E = Essential D = Desirable	Identified By
Previous experience to coordinate daily business support requests, ensuring consistent service standards, timely delivery, and alignment with organisational priorities.	E	Application & Interview
Strong interpersonal and communication skills, with experience handling internal enquiries professionally and efficiently, both in person and via teams/email or phone.	E	Application & Interview
Experience of working with confidential and sensitive information	E	Application & Interview
Familiarity with maintaining and updating spreadsheets, databases, and filing systems (electronic and paper-based), ensuring accuracy and confidentiality.	E	Application & Interview
Experience providing general administrative support including managing correspondence, maintaining records, and supporting meetings through agenda preparation and minute-taking.	D	Application & Interview
Confident user of Microsoft Office applications (Word, Excel, Outlook, PowerPoint), with basic knowledge of collaborative tools such as SharePoint or Microsoft Teams.	E	Application & Interview
Experience working with AI tools such as Microsoft CoPilot	D	Application & Interview

Skills and abilities	E = Essential D = Desirable	Identified By
Ability to manage multiple tasks and priorities effectively, meet deadlines, and maintain attention to detail in a busy office environment.	E	Interview

Clear and professional verbal and written communication skills, with the ability to interact confidently with colleagues, managers, and external contacts.	E	Interview
Ability to identify issues, use initiative to resolve routine problems, and escalate appropriately when needed.	E	Interview
Skilled in checking documents, data, and communications for accuracy, consistency, and completeness.	E	Interview

Personal Attributes	E = Essential D = Desirable	Identified By
Committed to developing own skills, knowledge and experience.	E	Interview
Able to demonstrate the organisation's behaviours and values in day to day approach to work	E	Interview
Enthusiastic and motivated to providing excellent customer care	E	Interview

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
A commitment to the LCR and an understanding of its stakeholders	E	Interview
An ability to demonstrate our core values, including a commitment to Equality, Diversity and Inclusion	E	Interview
Willingness to contribute to a high-performance culture	E	Interview
Embed LCRCAs values of LCRCAs first, Action Focused & Respect.	E	Interview

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION