

BELFAST ONE – Business Support Executive

(Maternity Cover 12 month Fixed Term Contract)

Job Description

Job Title: Business Support Executive (Maternity Cover 12-month Fixed Term Contract)

Location: Belfast One BID Office, Belfast City Centre

Reports to: Chief Executive

Salary: 28k-34K

Hours: Full-time, Monday to Friday (occasional evening/weekend work may be required)

About Belfast One BID

Belfast One is a Business Improvement District representing over 700 businesses in Belfast City Centre. Our mission is to support and promote a vibrant, safe, and welcoming environment for businesses, employees, residents, and visitors. We deliver projects and services that enhance the trading environment and drive footfall to the city centre.

Job Purpose

The Business Support Executive plays a vital role in the day-to-day operations of Belfast One, ensuring the office runs efficiently and that administrative, financial, and communication systems support the delivery of our services. The post-holder will also provide direct executive support to the Chief Executive, helping manage priorities, communications, and organisational tasks.

Key Responsibilities

Office Administration, Coordination & Executive Support

- Oversee the daily running of the office, including supplies, equipment, maintenance, and IT support coordination.
- Serve as the first point of contact for general enquiries by phone, email, and in person.
- Organise and support internal and external meetings, prepare agendas, and take minutes where required.
- Maintain filing systems (both physical and digital) and general administrative procedures.
- Provide high-quality executive support to the Chief Executive, including diary management, scheduling, and correspondence.
- Prepare briefing notes, presentations, and reports for the CEO as required.
- Assist with travel arrangements, expenses, and general executive administration.

- Support the CEO with follow-up actions from board and stakeholder meetings.
- Act as a point of contact on behalf of the CEO where appropriate.

Governance & HR Support

- Coordinate board and committee meetings including preparation of agendas, minutes, and documentation.
- Support the CEO in ensuring governance documentation and board materials are delivered on time.
- Maintain HR records including holidays, absence, and training logs.
- Assist with policy compliance including health & safety, data protection, and governance procedures.

Project & Event Support

- Assist in the administration and delivery of the Belfast City Centre Gift Card.
- Coordinate logistics, liaise with suppliers/contractors, and support planning and delivery.
- Provide administrative support for campaigns, projects, and city centre events.
- Assist with gathering feedback, monitoring outcomes, and reporting on performance.

CRM & Data Management

- Assist in the maintenance and accuracy of the CRM (Customer Relationship Management) system.
- Ensure contact and business data is up-to-date, consistent, and GDPR-compliant.
- Support integration of CRM data into communications, project planning, and reporting.
- Assist team members in using the CRM effectively to support their work.

Communications & Stakeholder Liaison

- Support internal team communication, scheduling, and planning.
- Assist with distributing newsletters, updates, and materials to BID levy payers.
- Maintain accurate and up-to-date contact lists and stakeholder databases.
- Assist the CEO with stakeholder communications and relationship management.

Financial Administration & Credit Control

- Assist credit control duties: issue statements, follow up on overdue BID levy payments, and liaise with Belfast City Council regarding levy records.
- Keep accurate financial and debtor records for reporting and audit.
- Assist in budget tracking and financial reporting as required.

Person Specification

Essential

- Third-level qualification (e.g. degree or equivalent) in a relevant field such as business administration, finance, management, or a related discipline.
- Experience in office management, business support, or a similar administrative role.
- Experience in providing executive support to senior leadership.
- Familiarity with CRM systems and data management (e.g., Salesforce, HubSpot).
- Experience in credit control and financial administration.
- Strong communication and organisational skills.
- Excellent IT skills, particularly in Microsoft Office (Word, Excel, Outlook).
- High attention to detail and ability to work independently.

Desirable

- Experience in a BID, not-for-profit, or stakeholder-based organisation.
- Knowledge of Belfast City Centre and local business environment.
- Familiarity with data protection (GDPR) and governance procedures.

Benefits

- Competitive salary and pension contributions.
- 25 days annual leave plus statutory holidays.
- Opportunities for flexible working and professional development.
- Dynamic and supportive working environment in the heart of Belfast City Centre.