

# Job Vacancy

Realise the next step  
of your career

## Business Support Assistant

POSITION TYPE: Full time, permanent

LOCATION: Ipswich, Suffolk



# Introduction

## Your privacy

Bauder treats personal data collected while managing your job application in accordance with our Data Protection Policy. Information about how your data is used and the basis for processing your data is provided in our Job Applicant Privacy Notice, this is published to our website within the [Careers Section](#) or available upon request from the [HR Department](#).

## About us

Bauder is a leading international manufacturer of building construction materials for flat roofs. We provide our clients with a complete technical roofing solution and package from inception to completion, to meet their every requirement. Our service is centred upon our dedication to provide a waterproofing system that fully understands all the individual issues of any project and fully responds to the needs of the client.

Our flat roof systems are designed to provide a high quality, single source solution for every application and client need. Whether green roofing to bitumen membrane, and from hot melt to cold liquid applied, right through to BauderSOLAR PV panels, giving energy for sustainability.

Bauder flat roofs represent an industry leading commitment to deliver technologically advanced roofing products, which meet the diverse needs of the roofing industry in terms of budget, performance and function of the highest quality. The Bauder name is synonymous for quality, design and service.

Our people focused culture originates from a strong family ethos and the belief that our success is determined through our people, who are at the very heart of what we do.

## Fit to team and skillset drives our success

We place great attention to detail on recruiting the right person, team fit is as important to us as skillset and people join us for a career and not just a job. We have fun whilst we work and reward, recognise and develop the capabilities of our people. The commitment from all our people undoubtedly drives the high levels of business performance and success enjoyed today.

*‘you work with friends not colleagues’ (Area Technical Sales Manager)*

*‘the Company really looks after you as a person’ (Technical Administrator)*

*‘there is a strong commitment to employees and sense of trust and fairness’ (Manager)*

Would you like to be part of an extremely successful, team spirited business, with a motivated people driven culture? A business which focuses upon building your career, supporting and encouraging your development and fostering autonomy, ownership and accountability. We offer a highly competitive remuneration package and lifecycle of benefits, designed to protect you and your family. Our accolades validate our employer credentials, we are the first in our sector to be awarded the prestigious Investors in People Platinum award and are proud to be one of the highest IIP accredited organisations in the UK.

**Bauder is an Equal Opportunities employer**

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# Job Specification

March 2025-v4

## Profile:

Reporting to the Operations Director, the Business Support Assistant's purpose is to support the respective business unit with administrative resource and organisational and departmental functionality.

The ability to manage diaries and co-ordinate travel requirements is essential, as is the ability to maintain a high level of integrity, communicate, prioritise workload, and handle multiple tasks with a pro-active, accountable, efficient and organised approach.

## Key accountabilities:

### Meetings and Travel

- Arrange and coordinate diaries for meetings, and booking meeting rooms.
- Set up meeting facilities, organise refreshments/lunch requirements and IT equipment.
- Organise and coordinate travel arrangements; flights, hotels, parking and transportation.
- Organise and coordinate restaurant bookings.
- Organise all travel and accommodation in relation to all Bauder personnel Head Office visits; whether to attend meetings or training etc. and liaise accordingly to book meeting rooms.
- Support the Assistant to the Managing Director's with production of meeting schedules, liaising across all business areas to ensure continuity.
- Support the preparation and provision of documentation for larger meetings.
- Compile a list of preferred suppliers for approved hotels with negotiated costings, ensuring best value practices for all overnight stays and periodically review. This element of the role must align with the Events Team structure and controls.

### Correspondence and administration

- Compile general correspondence as required.
- Day to day administration support to business teams as designated.
- Management of department spreadsheets.
- Maintain credit card records.
- Responsible for tracking own workload.

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## General

- Production of documentation as required within business area of responsibility.
- Track and manage staff anniversaries.
- Support other members of the Business Support Team as and when required and cover during periods of absence.
- Order department stationary.
- Arrange gifts and anniversaries when required. The authorisation, structure and process of these to be determined in conjunction with HR.
- Work cost effectively and to budgeted requirements.
- Take on any ad-hoc activities that will either become core department activity or support the business, until a long-term solution is developed.
- Support the Events Management team with ad-hoc tasks as required.
- Support the Assistant to the MDs as required and directed.
- Any other duties as required.

## Process and efficiencies

- To take responsibility for certain processes within the Business Support Team.
- Create and manage process documentation including work instructions and check lists.
- To deliver training and updates in the area of responsibility to the team.
- To represent the Business Support team on process areas.
- Work with the process owner on any significant changes that might impact the department or wider business.

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## Key competencies

- Strong administrative abilities.
- Ability to work to deadlines.
- Ability to always apply discretion, together with a high degree of confidentiality.
- To work as part of a busy integral team.
- Extensive liaison and strong communication abilities.

## Skills criteria

- Team spirited attitude.
- Professional, and resourceful approach.
- Excellent organisational and administrative abilities.
- Approachable and diplomatic.
- Able to work on own initiative.
- Excellent communicator in both verbal and written mediums.
- High degree of accuracy.
- Elevated level of spelling and grammar.
- Advanced level of Computer literacy – intermediate knowledge of all Microsoft Products (PowerPoint, Word, Mail Merge, Excel etc.).
- Flexible to work additional hours when required.
- To assist within other areas of the department/business as needs arise.
- Maintain high standards of service synonymous with the Bauder brand.

This job specification is non-exhaustive and subject to change as the Company deems necessary.

## A message from the recruiting manager:



### **John Frow, Operations Director**

*If you love being genuinely empowered to deliver great results through collaboratively engaging the wider organisation on a journey of continuous improvement, then look no further...Teamwork is the essence of what we do and that means everyone brings something unique to the table. The Operations team at Bauder ensure that great work is delivered where and when it's needed. We are here to underpin the organisations success and aim to deliver the high standards that our customers have come to expect. This is an opportunity to help build on an already successful business to ensure we continue to achieve great results for many years to come.*

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