

## Business Administrator Job Description

### 1. Job Details

Job Title:	Business Administrator	Department:	SAMS Enterprise
Line Manager:	Sales & Marketing Executive	Grade and salary:	Grade 3/4 £25,878.00 - £27,644.00- per annum
Full Time/Part Time:	Full Time – 37 hours per week	Duration of Appointment:	Open-ended

### 2. Job Purpose

The postholder provides coordinated administrative and operational support to SAMS Enterprise, ensuring the efficient delivery of services across business development, proposals, marketing support and customer engagement activities. The role is a key enabler in several revenue generation areas across Enterprise and acts as a key point of contact for all enquiries. They will maintain and organize business critical documentation, ensure accurate records and systems, and deal with finance-related administration, ensuring the smooth running of Enterprise operations.

Working closely with Enterprise colleagues and wider SAMS Group, the postholder plans and prioritises their workload independently and contributes to maintaining effective administrative processes and service standards. The role also plays an important part in continuous improvement of systems and procedures while ensuring compliance with organisational policies and regulatory requirements.

This varied role provides support to all team members from junior to senior colleagues and requires adaptability, reliability, consistency, problem solving, and a helpful, organised approach.

### 3. Main Responsibilities

<i>Responsibilities</i>	<i>Approx. % of time</i>
<p><b>Working with business information systems:</b></p> <ul style="list-style-type: none"> <li>• Priority- Adding projects to Netsuite (finance system). This will include adding resource allocations and billing budgets, to support accurate resource planning and financial forecasting to be undertaken.</li> <li>• Priority- Maintaining records in databases and ensuring information is current. Ensure paperwork, such as tax certificates, are up to date and displayed correctly in the relevant locations.</li> <li>• Manage core Enterprise Resource Planning processes within NetSuite, including raising purchase and sales orders, and take ownership of sales reporting requirements for the team, ensuring accuracy and timely delivery</li> <li>• Maintain and update customer records, ensuring data accuracy, consistency, and compliance with internal standards.</li> <li>• Deliver requested data analysis to support sales and finance operations, including the preparation of reports, dashboards, graphs, and other relevant business insights.</li> <li>• Assist with the development of and improvement of internal reference materials and user guides for the team, proactively identifying opportunities to enhance the accessibility and timeliness of information.</li> <li>• Able to work independently within own work area including problem solving queries as they arise. Seek support for more complex queries.</li> <li>• Effectively manage and prioritise a weekly workload, balancing planned tasks with ad hoc requests, and demonstrating sound judgement in assessing urgency and importance.</li> </ul>	30%
<p><b>Proposals Administration:</b></p> <ul style="list-style-type: none"> <li>• Priority - Prepare and submit time-sensitive and confidential documentation for tender processes, including supplier questionnaires, staff CVs and supporting materials. Maintain and enhance databases supporting public sector opportunities and contacts, ensuring all submissions are completed accurately and within strict deadlines.</li> <li>• Priority - Proactively identify, register and maintain SAMS Enterprise on relevant supplier portals across target sectors, ensuring visibility and access to new business opportunities.</li> </ul>	30%

<ul style="list-style-type: none"> <li>• Maintain and continuously update proposal resource databases to ensure information is accurate, current, and readily available for bid and tender activity.</li> <li>• Manage updates across public and private tender portals, supplier systems, and pre-qualification platforms, ensuring compliance with registration and renewal requirements.</li> <li>• Carry out data analysis to support business development, reporting, and decision-making processes.</li> <li>• Take responsibility for the preparation and distribution of weekly reports, ensuring accuracy, consistency and timely delivery to stakeholders.</li> </ul>	
<p><b>General Office duties, including but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Phone and reception, welcoming guests and directing visitors to the appropriate person.</li> <li>• Handling customer enquiries by phone/email</li> <li>• Filing, stationery stocks, scanning and copying, keeping the office tidy.</li> <li>• Back up for travel and conference logistics coordination.</li> <li>• Administrative support for meetings, this will involve booking meeting rooms and any set up required, copying and distributing meeting papers, organising refreshments</li> </ul>	10%
<p><b>Project Administration:</b></p> <ul style="list-style-type: none"> <li>• Supporting SIMBA and NewDEPOMOD administration requirements such as:</li> <li>• Priority - Maintain and update records across CRM systems, NetSuite, and associated databases, ensuring data accuracy, consistency and integrity across all platforms.</li> <li>• Priority - Create, maintain and monitor manufacturing production records to support operational planning and reporting requirements.</li> <li>• Priority - Monitor client Iridium usage and allowances, reconciling expenditure against agreed limits. Escalate discrepancies or issues to the Sales and Marketing Executive in a timely manner.</li> <li>• Prepare standard quotations for Enterprise projects SIMBA and NewDEPOMOD using approved templates, ensuring accuracy and adherence to pricing and technical guidelines.</li> <li>• Coordinate overseas shipments, including the preparation and management of customs documentation, ensuring compliance with international shipping requirements.</li> <li>• Process and manage customer activation requests, ensuring timely and accurate handling in line with service standards.</li> </ul>	15%

<p><b>Other Administration:</b></p> <ul style="list-style-type: none"> <li>• Driving input and co-ordinating responses for requests for information and documents.</li> <li>• Handling and solving financial queries such as invoices and purchase orders.</li> <li>• Collating and recording receipts for company credit card statements</li> </ul>	10%
<p>Be pro-active in the application of SAMS Health and Safety, Quality, Environment and Sustainability Procedures.</p>	5%

#### 4. Planning and Organising

- Plan and prioritise own workload autonomously in response to changing team and customer requirements.
- Maintain awareness of Enterprise team activities and proactively coordinate administrative support to enable delivery across workstreams.
- Undertake administrative responsibilities and requests for the Sales and Marketing Executive, Proposals Manager and Business Development Manager primarily.
- Coordinate and control a broad range of administrative tasks simultaneously while ensuring delivery to agreed deadlines and standards.
- Liaise with colleagues and customers to clarify requirements and resolve emerging issues.
- Lead on maintaining effective administrative systems supporting Enterprise activities.
- Drive continuity and efficiency of service delivery through effective organisation of team information and processes.

#### 5. Problem-Solving

- Respond autonomously to routine operational issues within own work area.
- Identify problems early and escalate appropriately where required, ensuring continuity and completion.
- Develop working knowledge of Enterprise business information and activities to resolve enquiries and reduce reliance on technical staff where appropriate.
- Provide accurate information and administrative analysis to ensure efficient reporting and decision-making processes.
- Identify inconsistencies in documentation, data or processes and take corrective action where appropriate.

- Enable continuous improvement by identifying opportunities to streamline administrative processes.
- Assist colleagues with resolving day-to-day operational administrative issues.

## **6. Decision-Making**

- Make day-to-day decisions within own work area in line with procedures and service priorities.
- Prioritise competing tasks effectively in response to changing demands.
- Apply organisational procedures and compliance requirements appropriately.
- Execute implementation of agreed administrative standards within Enterprise activities.
- Provide reliable information to enable team decision-making processes.
- Recognise and action when issues require escalation to senior

## **7. Key Contacts/Relationships**

### Internal

- Sales and Marketing Executive
- Proposals Manager
- Business Development Manager
- Enterprise colleagues

### External

- Customers and project partners
- Visitors
- General enquiries

### Role responsibilities include:

- Building effective working relationships across SAMS.
- Supporting communication between Enterprise staff and customers.
- Acting as a point of contact for administrative enquiries relating to Enterprise activity.

## **8. Knowledge, Skills and Experience needed for the Job**

### **Qualification and knowledge**

- Strong ICT capability including Microsoft Word, Excel and Outlook
- Ability to learn and apply Enterprise systems such as NetSuite and internal databases quickly and effectively.

- Previous work experience in an administrative role where certain skills are already developed – organisation, prioritising, able to manage and delivery a number of work tasks effectively.
- Proven written and verbal communication skills.
- Ability to interpret information and prepare documentation accurately.
- Contribute to improvements to administrative processes.
- Ability to apply procedures and policies consistently.
- Awareness of compliance requirements relevant to administrative work.
- Ability to support preparation of reports.

## **9. Dimensions – Scope of role**

Provide coordinated administrative and operational support to SAMS Enterprise staff and activities.

Responsibilities include:

- Acting as a first point of contact for Enterprise administrative enquiries.
- Answering telephone and email enquiries and directing appropriately.
- Maintaining accurate administrative records, documentation and filing systems.
- Creating and execution of reports.
- Enabling service delivery across Enterprise activity areas.
- Finance-related administration including raising purchase orders, checking invoices, dealing with opportunities, proposals and project administration.
- Back up support coordination of Enterprise events and engagement activity.
- Strongly Contributing to maintenance of administrative standards and compliance requirements.
- Enabling continuous improvement of administrative systems and procedures.
- Engaging with wider SAMS activities where appropriate.

## **11. Any other relevant information**

You may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibilities entailed. You may be offered the opportunity of going to sea in small boats (e.g. RHIB's) and supporting survey activities

*SAMS Group is not able to sponsor the employment of international workers in this role.*

## What can SAMS offer you?

### Our Values and culture

We strive to be a world-class marine science enterprise that underpins regional, national, and international policy, and societal action to secure healthy and sustainable oceans. As a workforce, we have a strong family and team culture, helping each other to achieve our goals.

### Remuneration

We offer a competitive salary and pension as well as employee benefits package. We also have a number of supportive policies to assist absence, family, and other leave types.

### Career Goals

SAMS provides a supportive learning and career growth environment for those looking for that next step in their career or upskill in the workplace. This may be through opportunities to develop techniques, learn more about the science objectives for the group, gain some tutorial opportunities, as well as attend meetings and CPD events.

### We'll provide you with a good start as you join SAMS

SAMS provides an excellent induction which is a great introduction to the organisation, the facilities, your department and team, and provides that support that you need over the early months joining a new organisation. We will also provide you with office space, computing equipment and ensure this is ready for you on your first day of work.

### Employee Benefits

In addition to a general remuneration package which includes a generous salary, pension, and sickness absence policy, we offer a number of employee benefits to our staff, some of which are listed below:

- Flexible & Hybrid working arrangements (up to 2 days working from home) – will depend on role dynamic.
- Purchase of additional annual leave – up to 20 days per annum
- Access to shopping discounts as well as local shop and leisure discounted memberships
- Cycle to work scheme
- Purchase of technology
- Payroll Giving
- Salary Sacrifice – pensions
- Access to wellbeing portals which provide support for mental health, nutrition and fitness and GP referral scheme
- Employee Assistance Programme

- Occupational health support
- Welfare support
- Sabbatical scheme
- A number of training and development courses to assist you with your career development – leadership, coaching and mentoring.
- Free car parking
- Electric car charge points on-site

Applications must include CV and Cover Letter and should be sent electronically to [recruitment@sams.ac.uk](mailto:recruitment@sams.ac.uk) quoting Job Ref. 'SE02.26/SMK' in the subject line.

The closing date for applications is 28<sup>th</sup> May 2026

Please note, we prefer to contact referees prior to interview.

#### Guidance for Applicants

This position unfortunately does not meet the minimum requirements for sponsorship to work in the UK. You must therefore have the rights in place to work in the UK already.

#### Your application – what are we looking for?

We are looking for a full CV – please remember to document all your relevant work experience, listed with the most recent first. You should also include your educational achievements with your most recent qualification first. You should include skills and competencies gained from previous employment or education. This should be specific to the job description. Also, please include details of two referees, one referee at least from your current role, who we may contact if invited for interview.

We enjoy reading cover letters and these are an important part of the application. In the letter, connect your past accomplishments with the requirements listed in the job description. Focus on your most relevant experience, qualifications, and skills. Where possible, quantify your accomplishments with facts and data.

#### Useful links

- [How to write a flawless cover letter](#) (please right click and select open in new tab)
- [How to write a CV](#) (please right click and select open in new tab)



Until January 2028