

Business Support Officer

Reporting Line:
Head of HR

Role Level:
Grade 6

Location:
Chester, UK (Office-based)

About Us

We are Oxbury: The only UK bank dedicated to British agriculture. Founded by farmers, bankers, and technologists, we have combined the worlds of financial services, technology, and agriculture to provide bespoke financial products to support the rural economy.

Our mission is to create and grow a sustainable, customer-focused, and innovative bank that supports and champions the financial health of the rural economy.

About the Role

As the primary coordinator for our Chester office, you will play a key role in ensuring the office runs smoothly whilst providing business, governance and executive support across Oxbury.

This newly created role reflects Oxbury's continued growth and success and offers an exciting opportunity for a proactive, highly organised individual looking for a varied and rewarding role at the heart of the business.

Working closely with the Executive Assistant, HR team, Executive Committee and colleagues across Oxbury, this position combines office management, governance and meeting administration, executive support and office coordination. We are seeking someone who enjoys taking ownership, building positive relationships and making a meaningful contribution to the smooth running of the business.

The successful candidate will be professional, approachable and service-focused, with the confidence to work with colleagues and stakeholders at all levels. They will be adaptable, dependable and comfortable managing multiple priorities, whilst maintaining excellent attention to detail.

Given the nature of the role, the ability to handle confidential and sensitive information with discretion and sound judgement is essential. In return, this position offers the opportunity to gain broad exposure across office operations, governance, executive support and business administration within a growing and ambitious organisation.

The role will also provide cover for the Executive Assistant during periods of annual leave and other absences, helping to ensure continuity of support to the Executive Team, Board and key governance forums.

Role Responsibilities

- ✔ Take ownership of the day-to-day operation of the Chester office, ensuring a professional, welcoming and well-organised working environment for colleagues and visitors.
- ✔ Act as a welcoming point of contact for visitors, helping to create a professional and positive experience for visitors, employees and external stakeholders.
- ✔ Coordinate office facilities, suppliers, equipment and workplace services, acting as the primary point of contact for office management matters.
- ✔ Support workplace health and safety activities, including maintaining records for fire marshals and first aiders, evacuation procedures, coordinating training, assisting with office inspections and helping ensure compliance with local procedures.
- ✔ Manage office supplies, stationery, meeting rooms and communal areas, ensuring the office remains fully operational and well presented. This includes coordinating office services and supplies such as confidential waste collection, catering provisions, water supplies, cleaning services and other workplace requirements.
- ✔ Coordinate company events, meetings, accommodation, hospitality and visitor arrangements, ensuring a positive and professional experience for colleagues, customers and external stakeholders.
- ✔ Provide high-quality administrative and operational support across the business, working closely with the Executive Assistant, HR team, Executive Committee and wider stakeholders.
- ✔ Assist with the preparation, formatting and distribution of presentations, reports, correspondence and other business documentation.
- ✔ Build effective working relationships across the organisation, acting as a trusted point of contact for business support activities whilst handling confidential information with discretion and professionalism.
- ✔ Provide cover for the Executive Assistant during periods of annual leave and other absences, supporting diary management, travel arrangements, executive administration and governance activities, including the coordination of Executive Committee, Board and Committee meetings, preparation of meeting documentation, minute taking and action tracking.
- ✔ Undertake ad hoc administrative duties and project work as required, including providing support to the HR team with general people-related activities.
- ✔ Identify opportunities to improve administrative processes, office operations and ways of working to enhance the effectiveness of business support services.

Skills and Experience

We are looking for a proactive, organised and dependable individual who enjoys taking ownership and building strong relationships across the business. You may already have experience in an administrative, office support, coordination or customer-facing role and be looking for your next challenge. This role would suit someone who enjoys variety, takes pride in delivering a high-quality service and is looking to broaden their experience across office operations, governance and business support.

Above all, we are looking for someone who is professional, trustworthy and discreet, with the judgement and confidence to handle confidential information and support colleagues at all levels of the organisation.

The successful candidate will be able to demonstrate:

- ✓ Previous experience in an administrative, office support, coordination or customer-facing role.
- ✓ Strong organisational skills, with the ability to manage multiple priorities and work effectively in a fast-paced environment.
- ✓ Excellent written and verbal communication skills.
- ✓ High attention to detail and a commitment to delivering high-quality work.
- ✓ A professional, approachable and service-focused manner.
- ✓ The ability to build positive working relationships with colleagues, visitors, suppliers and external stakeholders.
- ✓ Sound judgement and the ability to handle confidential and sensitive information with discretion.
- ✓ A proactive approach, with a willingness to take ownership and identify solutions.
- ✓ Competent user of Microsoft 365 applications including Outlook, Word, Teams and PowerPoint.
- ✓ Ability to work independently while remaining collaborative and supportive of the wider team.

Desirable

- ✓ Experience coordinating offices, facilities, events or administrative services.
- ✓ Experience arranging meetings, managing diaries or supporting senior stakeholders.
- ✓ Experience taking meeting notes or maintaining action logs.
- ✓ Knowledge of workplace health and safety administration.
- ✓ Experience working as part of a small team where flexibility and a willingness to help are important.