JOB ADVERT

A permanent IT & Business Support Assistant, based at Portishead, North Somerset.

Your new company

Osprey is a great, British, multi-mode logistics provider. Now in our 30th year, our people find the right approach, the right combination of technical expertise and equipment to achieve the safest, most efficient transport and installation of critical infrastructure. We’ve shaped our business with family values and concentrate on building long-term, reliable relationships. We’re independent and impactful, delivering the UK’s low-carbon energy infrastructure.

Meet the Osprey Team

[A collage of people wearing safety gear

Description automatically generated](https://youtu.be/oZQjDzJpl3Y)

We transport and install the largest structures and critical assets needed to build and renew major infrastructure, from a new 5,000te railway bridge, to the UK’s first civil nuclear reactor in a generation. With a maritime vessel-owning heritage, a large domestic SPMT fleet and some of the heaviest lift cranes and installation equipment, we are committed to delivering on our promises, on schedule.

Your new role

The IT & Business Support Assistant will support the daily operations of both IT systems and administrative processes within an organisation. This hybrid role involves troubleshooting technical issues, managing software and hardware systems, and assisting with business documentation, scheduling, and office support. The IT and Business Support Assistant will be the day-to-day point of contact for IT technical support, both internally to employees and to third parties such as software providers. The ideal candidate will be tech-savvy, organised, and capable of balancing technical support with administrative duties.

[A red play button on a truck

Description automatically generated](https://www.youtube.com/watch?v=GCCebVK_hrM&list=PLulFg6nEa9IG5QOCNQVcHqoDaxGWDaI2d&)Our teams deliver projects like this

The IT & Business Support Assistant is accountable for:

IT Support

* Work with the Finance Director and external IT support to ensure computer systems, hardware, and software are all maintained and meet the needs of the business.
* Troubleshoot technical issues for staff and escalate where necessary to external IT support.
* Work with the Finance Director to support software upgrades and system changes across the business.
* Manage IT requirements for new starters, such as equipment set up, email set up, ensuring the relevant software access and hardware have been issued.
* Maintain and update asset inventory for IT equipment.
* Manage licensing and user access across the core business software and, where possible, optimise spend.
* Managing mobile phone and telephone contracts, allocations and troubleshooting.
* Provide basic support for business applications such as CRM, ERP, and Office 365.
* Maintain and manage meeting room set up, ensuring functional, up to date and effective.

Business Administration

* Perform clerical and administrative tasks including document management, data entry, and report preparation.
* Maintain records, databases, and filing systems.
* Schedule meetings, manage calendars, and handle internal communications.
* Support procurement and ordering of office or IT supplies.
* Assist in preparing project-specific documents such as tenders, quotes, proposals and presentations. Ensuring that the brand is adhered to and that the final document is a polished article.

**What you’ll need to succeed**

The successful candidate will have:

Essential criteria:

* GCSE’s or equivalent at Grades A to C/level 4, including English and Maths.
* A professional qualification in Business Administration.
* A minimum of 5 years of experience in business support administration, with a proven track record in preparing PowerPoint presentations and other professional documentation.
* Understanding of data protection and IT security best practice.
* Basic knowledge of computer hardware, software, IT setup and basic IT problem solving.
* Good working knowledge of Microsoft 365, SharePoint and Office.
* **Attention to detail:** strong attention to detail to ensure accuracy.
* **Strong organisational and time management skills:** ability to prioritise tasks and handle numerous requests for support at the same time.
* **Excellent communication and customer service abilities:** clear and effective communication skills, both written and verbal, for interacting with colleagues and external stakeholders.
* **Ability to multitask and handle administrative work efficiently:** managing expectations and planning your own day to deliver the support required.
* **Problem-solving mindset:** ability to identify, troubleshoot and resolve issues efficiently. Thinking logically and seeking solutions.
* Team player with a service mentality: ability to work collaboratively with other departments.
* **Self-motivated:** ability to work independently, demonstrating initiative, reliability, and accountability.
* Excellent customer service skills.

Desirable criteria:

* A professional qualification in Information Technology or a related field.
* Previously worked for SME/owner-managed business.
* Working knowledge of website management through WordPress.
* Advanced Microsoft Skills.

Working conditions

* Full-time position, 37.5 hours per week, with potential for additional hours required during peak payroll periods (e.g., year-end or special pay cycles).
* This role is based in the Portishead office and offers a hybrid working pattern, 3 days per week in the office minimum, after training/probation.
* Please note, if you are required to drive company vehicles as part of your role, you must hold a full, clean UK driving licence. You must also hold a valid right to work within the UK.

**What you’ll get in return**

A competitive salary, depending on experience, plus excellent benefits. The role offers an opportunity to join an organisation committed to supporting its employees.

In addition to your basic salary, you will receive the following benefits:

* 25 days’ annual leave, plus 8 bank holidays
* Enhanced employer pension contributions
* Enhance parental leave
* Flexible & hybrid working arrangements
* Private medical insurance
* Income protection insurance
* Life insurance
* Performance-related pay scheme
* Access to our Employee Assistance Programme
* Support with your career development through our Success Management Process.

Osprey is committed to being an inclusive employer and strives to attract talent who thrive in an inclusive and flexible working environment.

If you have a disability or need any reasonable adjustments during the application and selection stages, please let us know and we will respond in a way that best fits your specific needs.

**Closing date**

This vacancy will remain open until we have found a suitable candidate.