Job Description

Job Title: Central Business Support Co-ordinator	**Job Reference No:**
Department: HSE&G	**Job Grade:** CL6
Job Type:	**Career Family:**
Reports to:	**Nos Post Holders:**
Location:	**Date updated:** 2026

Purpose:

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The Central Business Support Team (CBST), as part of the wider Governance and Assurance Team, provides administration & support services to Drax Power Station (DPS)
The CBST are an effective & efficient team with multiskilled employees, who remain flexible for our current & future stakeholders. Creating capacity through introductions of new lean processes & focussing on continuous improvement.
The role of the Central Business Support is responsible for working closely with the business to provide the process, analytical and administrative support for DPS activities. This includes the provision of commercial, procedural and compliance support to the Maintenance, Engineering, Operations, Asset transition & Decommissioning and HSE&G teams.

Organisation Chart:

Insert the relevant Organisational Chart*, showing clearly the role, the immediate manager, colleagues who also report to the immediate manager and the roles of direct and indirect reports, giving full titles.*

Dimensions:

- To have a core, day to day role and a 2nd role to be able to cover sickness and holidays
- within the team
- Multiple internal customers and stakeholders, requiring direct communication. Co-
- ordinate project activities providing clear steer on immediate issues and actions
- Key stakeholder engagement
- Actively contribute and support their Key Stakeholders achieving their yearly business
- plans.
- Have expert knowledge/use of multiple IT systems (internal and external) and direct liaison with internal & external stakeholders
- Develop and improve systems to ensure that actions are complete on time
- Ownership for control of documentation and ensure information is adequately stored and readily accessible in a controlled manner
- Co-ordination across the DPS Generation functional teams to ensure relevant reports, and documents are logged and tracked
- Develop and monitor internal governance processes
- Support the preparation of management reports ensuring data is accurate
- Create and build new data storage systems to enable stakeholders to streamline processes eg SharePoint sites including Workflows
- Work independently where required/needed
- Ability to look beyond the here and now…looking to the future for potential blockers and vulnerabilities and remain solution focused.

Key Accountabilities:

Responsible for supporting Drax Power Station (DPS) teams may include but are not limited to:

- Arranging internal and external meetings/visits/conference calls and support with minute taking when required
- Delivering of multiple service level agreements with key internal/external stakeholders
- Demonstrate strong customer service levels in a professional 'can do' manner
- Take responsibility for tasks and communication. Supporting and educating end users whilst providing feedback on a regular basis.
- Dealing with purchasing queries such as creating requisitions and purchase orders, receipting goods, and solving general invoice queries
- Management of shared mailboxes
- Supporting Team Leader to achieve Teams KPI's and SLA's
- Producing presentations, documentation, records and statistics as needed for all stakeholders
- Covering Team Leader role tasks when required
- Key Process Ownerships, instructional notes to be updated and reviewed on a regular basis to support in multiskilling the Team
- Continuous positive networking with all Teams and Contractors on site
- Management of the road closure process
- Organising Contractor and Engineers to support in the pressure systems inspection
- Organising internal and external audits
- Custodians of the full suite of Documents for Drax Power Station and the IMS
- Documents for DPS and FlexGen
- Management of DPS's drawing databases, reviewing and processing all technical drawings
- Management Outage Works Instructions (OWI) and the SharePoint and workflows associated with them
- Support with Projects through ownership of project action and documentation checklists to monitor progress, expedite actions and facilitate the achievement of departmental objectives
- Facilitate and record Permit Acceptor and Switch Room Access Training
- Manage the training calendars and room bookings for DPS
- Administration of the Risk Management Groups for DPS
- Arrange internal and external training for employee's and contractors of DPS
- Ordering of Training and office supplies
- Key Safe Management
- Support with the administrative tasks of Apprenticeships
- Support planning yearly training through data extraction of the training needs analysis (TNA)
- Management of the request for quotation workflow (RFQ's)
- Liaise with major contractors to support the commercial side of a major outage
- Update the safety handbooks when required
- Creating internal and external award submissions
- Support with credit card reconciliation
- Data transferring between one system to another
- Ownership of the U31 process (DPS Spares)
- Ownership of employee access to site material vending machines
- Management of all assets and locations including decommissioning and the Issue new id numbers and the inputting and linking of all new assets into Maximo
- Support the contractors with SAI 360 processing
- Ownership of the Plant Ownership Document
- Management of the DPS Legal Register
- Management and Coordination of production teams' occupational health compliance for DPS
- Management and Coordination of DPS Face fit testing ensuring full compliance for DPS
- Management of Muckers Hub and Cabin

Knowledge, Skills and Experience required:

- Ability to handle data with confidentiality
- Ability to train other team members on all key tasks
- Ability to identify and document any changes to processes
- To provide strong customer service levels to all internal and external customers and stakeholders ensuring Group values and behaviours are always demonstrated and encouraged in others
- A high attention to detail
- IT competency, including MS Office, MS Project; Excel and PowerPoint, SharePoint, Maximo,
- Good prioritisation, coordination and organisational skills with a focus on finding the right solution to problems
- Strong numerical and analytical skills with an ability to produce accurate work to tight timescales.
- Some exposure to project management would be advantageous
- Self-motivated and confident. Able to build positive relationships internally and externally
- Good communication skills enabling interaction at all levels of the business, both internally and externally in a professional manner
- Positivity and drive with discipline and determination to get things done. Ability to work efficiently, self-prioritise work and operate under own initiative.
- Flexibility and adaptability are essential.

High Risk Categories

From the list below select all categories that apply to the role so that the level of risk can be assessed and recorded and appropriate interventions applied (e.g. DBS checks, financial checks, relevant training provided etc.)

1	*Work in schools or with vulnerable people (e.g. customer properties)*	☐
2	*Access to or edit rights to highly sensitive commercial information or personal data*	☐
3	*Director or Officer appointed to a Drax legal entity*	☐
4	*Role with Power of Attorneys in place*	☐
5	*Access to a company credit card (excl T&E card)*	☐
6	*Responsible to set up and maintenance of 3rd Party relationship*	☐
7	*Senior roles at Career Level 3 or above (excl US & Canada Pellet Operations roles)*	☐
8	*Roles interacting with people of influence (e.g. Government)*	☐
9	*Traders in Commercial or Treasury teams*	☐

Special Features:

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Measures of Success:

- *Well motivated and committed team which seeks continuous improvement and personal development*
- *Provide a high level of customer service, promoting and raising the team's profile at DPS*
- *The team's adaptability to take on new stakeholders*
- *Demonstrate process simplification and continually challenge and identify improvements externally and within the department.*
- *No complaints or challenges from internal customers and external contacts.*
- *Invoices processed to timescales required for AP/AR to meet payment schedules.*
- *Successful completion of project work*
- *Consistent performance in achieving all team SLA's*
- *Individual objectives are achieved*

How You Need to Act:

Our values and behaviours are our unifying beliefs and actions that guide us to do the right thing, always. It's not just what you do, it's how you do it too.

***Prioritise Safety** – We all deliver our One Safe Drax vision by caring for ourselves, our assets, our environment and our communities.*

Unlock your potential *– We see challenge as opportunity and push ourselves to grow, cultivating an environment where continuous development and holistic wellbeing sit side by side. Operating as one team, we value everyone's differences and unique contributions.*

Deliver our promise *– We each play an important role in the delivery of our strategy and are driven to give our best every day. Focused on building our reputation through meeting our commitments, we listen to feedback, share ideas and celebrate our collective successes.*

Shape the future *– We seek out everyday improvements to take steps towards the positive outcomes for climate, nature and people. No question's too small or challenge too big – we'll find a solution.*

Job Holder Signature: .....

Line Manager Signature: .....

Date: .....