

Job Description

Title:	Support Services & Business Development Coordinator
Salary:	£23,000 - £25,000 (depending on experience and qualifications (£11.79 - £12.82 per hour))
Responsible to:	Business Development & Support Services Manager
Accountable to:	Chief Executive Officer
Hours:	37.5 per week
Location:	Head Office (N19 -London)

Job Purpose

The purpose of this role is to coordinate and support the essential business functions of the head office of a national training provider. The post holder will be part of a team, responsible for providing Administration Services, Operational Support, Business Development, Human Resources and Finance functions within the organisation. Each member of the team will share areas of responsibility to enable the functions to deliver to the needs of the business and permits agility, flexibility and overall efficiencies.

This will include (and is not limited to):

- Provide the head office, staff, and clients with the highest possible level of administrative support in keeping with the ethos and strategy of the Company
- Support the provision of the Business Development function; creating opportunities for value from customer, markets and relationships
- Support the organisations' Human Resources function including: Recruitment and selection and Induction and mandatory training programmes, maintain HR databases and prepare reports in relation to HR compliance
- Coordinate the deployment of the organisation's resources; equipment and workforce to best achieve organisational objectives
- Support the delivery of the finance function utilising the organisations' accounting system to maintain company accounts to a high standard

Duties and responsibilities

Administration

- Manage and prioritise administration workload and deliver on agreed administration targets and objectives with support and supervision
- Adhere to organisational administration processes to support the effective delivery of a high level of service delivery
- Receive and manage enquiries in writing, on the telephone and in person to a high standard
- Enhance the efficiency and quality of support and service provision by working autonomously and within the team
- Secretarial support for the Executive Chairman, Chief Executive Officer & Board of Directors
- Deal with enquiries in person, in writing and over the telephone

Business Development

- Support the Business Development & Support Services Manager with implementing new marketing strategies and projects
- Support the Business Development & Support Services Manager with tender processes for both new and current clients.
- Be aware and mindful of competitors and new channels of selling / opportunities
- Support the maintenance and updating of the Company's website and social media platforms
- Support the development of marketing material as directed by the Business Development and Support Service Manager
- Support the Company with the implementation of new services, products and verticals
- Work collaboratively within own team and externally in delivering the wider business development strategy

Finance

- Support the creation of sales invoicing
- Conduct credit control as directed by the Leadership Team and Director of Finance
- Record receipts and payments
- Support the reconciliation of accounts
- Assist with the preparation of monthly accounts
- Liaise with the company's payroll provider
- Take payments over the phone, in person and in writing and record these accurately according to Company policy and procedures
- Assist with end of month reconciliation of expenditure as directed by the Leadership team and/or Director of Finance

Human Resources

- Receive and process job applications
- Arrange interviews
- Liaise with managers regarding job appointments
- Complete recruitment tasks such as receipting documents, sending out contracts, enrolling personnel on to HR system
- Maintain HR system accurately as directed by the Leadership Team
- Prepare reports on HR compliance

Operations/Logistics

- Planning and implementation of equipment movement
- Organise and maintain an accurate database of instructor allocations

Registered Office: Unit 2 Lysander Mews, Lysander Grove, London N19 3QP; 0800 1123205

Email: admin@a-ets.com; Website: www.a-ets.com

Executive Chairman: Chris Kurt-Gabel, Director of Finance: Kulvinder Sangha; Non-executive Directors: Victoria King

Registered in England, Number 05754722; VAT Reg GB882235907

Expert – Effective – Empathetic – Exceptional – Excellence

- Utilise the organisations Training Management System to record and support the operations/logistics function; resource management, scheduling, reporting, and forecasting

Self-management

- Manage and prioritise workload and deliver on agreed targets and objectives
- Be pleasant and courteous at all times whilst maintaining the core values
- To represent the company professionally at all times
- Have a flexible approach to working patterns

Other

- Be willing to work flexibly including weekends
- Be prepared to attend meetings and training outside of normal hours.
- Be prepared to travel in undertaking role
- *To be aware of and adhere to:*
 - All company policies and procedures
 - *Section 7 and 8 of the Health and Safety at Work Act*
 - *GDPR (2019)*
 - *Other relevant legislation and agreed practice/policy*

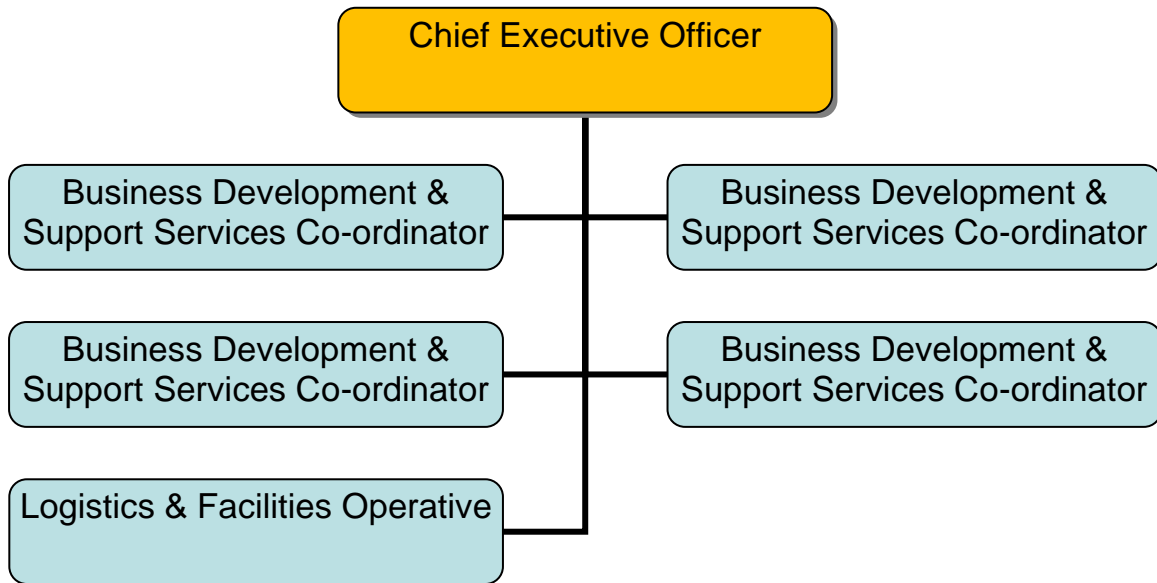
The Company has an Equal Opportunities Policy and specific regard should be taken of its content in relation to the treatment of employees or potential employees.

Organisational Values

The Company implemented a set of core values which reflect the ethos and mission of the organisation. All staff are expected to understand, embrace and deliver in line with the core values. The core values are: **Expert** – **Effective** – **Empathetic** – **Exceptional** – **Excellence**; these values will pervade all aspects of the organisation and form a key strategy of the continued mission. All post holders are expected to sign up to engaging fully with the spirit of the Company's values, promote them in all aspects of their work, and engagement with internal and external stakeholders.

Core Value	Definition
Expert	Expertise is what we are known for, this drives us to live up to our reputations. Our combined skills enable us to give our customers and each other the best possible experience. We're always listening, learning and adapting our business to meet their needs.
Effective	Effective - Performing in a productive and proficient manner resulting in consistently achieving expected and measurable outcomes. Being considerate to the use of resources to give the most positive outputs for the resources used.
Empathetic	Empathy is a universal team value that promotes high commitment and cooperation. It is the ability to understand another person's perspective or circumstance whether you agree with this or not. Empathetic people are curious and possess a desire to know and understand others.
Exceptional	Creative, imaginative and innovative constantly. Always seeking to be and do better than before. Listening and learning with an open mind.
Excellence	Excellence is what you strive for when you believe in what you are doing and that the value of what you do warrants the persistent commitment to its betterment. Going above and beyond others' and individual expectation every time. Helping and motivating peers to achieve be the best that they can be.

Organisational Structure



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Personal Specification

Requirement	Essential	Desirable	Core Value
Knowledge, training and experience	<ul style="list-style-type: none"> • Typing/word processing qualification or additional experience. • Experience in use of office equipment • Experience of dealing with telephone callers and responding appropriately • Able to work under own initiative and effectively in a team • Track record of working in office environment within a small team effectively • High level of accuracy and attention to detail with data entry tasks 	<ul style="list-style-type: none"> • Experience working with Learning and Development teams • Experience with HR systems and recruitment processes • Experience with sales and business development, preferably in the health sector 	Expert
Communication	<ul style="list-style-type: none"> • Able to communicate effectively and sensitively: both verbally and in writing • Able to communicate with all levels • Able to work effectively and collaboratively in a team 		Empathetic
Physical skills & effort	<ul style="list-style-type: none"> • Computer literate e.g. MS word, Excel and Access databases • Flexible approach to working patterns 	<ul style="list-style-type: none"> • Experience working with Training Management Systems • Knowledge of logistics and organisation of deliveries • Organisation of training events 	Exceptional
Resource Management	<ul style="list-style-type: none"> • Cost effective with resources • Able to project manage • Efficiently manage multiple tasks and deadlines 	<ul style="list-style-type: none"> • Experience with utilising Xero accounting software 	Effective
Other	<ul style="list-style-type: none"> • Enthusiastic and self-motivated • Able to work under own initiative and effectively in a team. • Uses own initiative 		Excellence

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in light of changing circumstances.