

## ROLE PROFILE

<b>Job Title:</b>	<b>Business Support Co-Ordinator</b>
<b>Reports To:</b>	Operations Manager
<b>Working For:</b>	Operations Manager, Wingman Director, Consultancy Manager
<b>Primary Location</b>	Wingman Office

<b>Job Purpose Summary</b>
<p><b>Primary Role</b></p> <ul style="list-style-type: none"> <li>• Provide administrative support to the Operations Manager</li> <li>• Provide support to the Wingman Team, as required, in relation to business operations and service offerings to enhance the quality of our services</li> <li>• Ensure that on a day-to-day basis the office is run smoothly and efficiently through co-ordination with the Wingman Team</li> </ul>

<b>Key Responsibilities</b>
<ol style="list-style-type: none"> <li>1. You will report directly to the Operations Manager and ensure you adhere to company policy, procedures and business ethics</li> <li>2. In conjunction with the Operations Manager, provide support for the Wingman Team, as required, for all aspects of administration, logistics and support of nominated projects, programmes and events to ensure delivery of a first class customer experience. This includes:             <ol style="list-style-type: none"> <li>a. Procuring programme specific resources on a project by project basis</li> <li>b. Producing and distributing resources</li> <li>c. Scheduling of events and managing diaries to ensure maximum efficiency</li> <li>d. Prioritising your work to ensure our commitments are met</li> <li>e. Booking venues, accommodation, travel, etc, as required</li> <li>f. Liaising with both delegates and consultants as required to ensure programmes are delivered efficiently and our commitments to clients are met</li> <li>g. Managing event alterations to ensure all parties are informed</li> <li>h. Attending client workshops across the UK to support consultants</li> </ol> </li> <li>3. Your role demands that you work flexibly in order to allocate your own priorities to provide support services to our consultants, co-ordinators and associates. Your work will include the following tasks and standards:             <ol style="list-style-type: none"> <li>a. Making travel arrangements for the Wingman Team, i.e. purchase of rail, flight tickets as required and prepare detailed itineraries to include maps, agenda, contact details, etc</li> <li>b. Keeping a daily track of expenditure in terms of logistics and travel</li> <li>c. Preparing and sending Event Confirmations for clients in conjunction with the Wingman Team</li> <li>d. Monitoring and taking appropriate action on all incoming emails and phone calls, and schedule meetings where necessary</li> </ol> </li> </ol>

### Key Responsibilities (cont'd)

- e. Keeping an accurate electronic diary for the Wingman Team and client programmes, ensuring that all diaries are updated on a frequent basis
  - f. Processing incoming and outgoing postal mail as required
  - g. Ensuring all Company Policies and Procedures are up-to-date and adhered to
  - h. For insurance purposes, maintain a complete office inventory, to include hardware, software, furniture and books.
  - i. Maintain an adequate supply of stationery & learning materials and order re-stock where appropriate
  - j. Using MS Office, produce professional, grammatically sound documents as required to specified standards and timeframes
4. You will act as an Administrator in support of the Wingman Team, being responsible for the day-to-day management of the Wingman office

### Qualifications, Skills and Knowledge

As a team member, you are expected to communicate and work effectively with other colleagues around their schedules. The personal specification for this role is outlined below.

- Previous administration experience is essential - ideally 2 years or more
- Valid full UK Driving Licence and have access to own vehicle
- Graduate level education (or equivalent experience)
- Able to demonstrate ability & skill to administer training, development and business support activities to a high standard
- Ability to produce professional written copy from verbal briefings or notes
- Prove a good command of written English and able to proof read
- IT literate - ability to use MS Office. Must be competent in use of Outlook, Word, Excel and PowerPoint
- Proven capacity to learn from experiences and apply this learning to improve
- Assertive and confidence in own ability to manage a project or task with minimal support and supervision
- Self-motivated and able to manage own workloads systematically and flexibly
- Well-presented and able to represent our business and deal effectively with customers, clients and colleagues
- Uses empathy in communications with 3rd parties, including the use of a range of styles to enhance effectiveness
- Results driven and determined to see tasks through to completion
- Have an interest in people and teams, enhancing their performance and developing others for improvement
- Broad understanding of how a small business works