

## **Part-Time Business Development Administrator – Role Description**

**20 hours/week**

**October 2018**

### **Objectives**

- To provide administrative support for the Business Development Team, Director & Accountant
- To update the Salesforce CRM system
- To improve processes and reduce administrative time spent on certain tasks, eg reports
- To provide marketing support for the marketing activities
- To maintain parts of the website

### **Main Responsibilities**

#### **Salesforce CRM System**

- Ensure client, products, marketing and GDPR data is kept up-to-date on Salesforce
- Input new lists, delegate lists
- Set up target lists for studies and events

#### **Marketing Support**

- Create webinars in Zoom; set them up in the CRM system and on the website and in Outlook
- Update MailChimp address lists
- Assist with conference preparation

#### **Website**

- Update website with survey client details and events listings, including webinars

#### **Benchmark Studies**

- Finance Count – set up participants in ABD, send log-in details, send weekly emails to CFG
- People Count/Volunteers Count/Social Care Reward – set up participants in ABD and send log-in details
- Chase up data submissions for benchmarking studies

#### **Conferences**

- Provide admin support to the Marketing and Sales Manager for events, including Strategic People Conference, benchmarking results conferences/product training, in particular:
  - Logging of delegates onto SF
  - Creation of delegate packs
  - Badges
  - Attendance and help at the conferences (where specified)
- Sell exhibitor stand packages

#### **Financial**

- Ensure all invoices/post/correspondence go to the Agenda accountant
- Undertake financial administrative tasks
- Liaise with Agenda accountant – route enquiries from suppliers to her

#### **Office**

- Prepare weekly sales tracker for Team meeting
- Order stationery
- Undertake other administrative tasks as requested

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**Person specification**

This role will suit someone with very strong administrative skills, who pays great attention to detail and who is looking for flexible working within a small team.

<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
Skills and knowledge	<ul style="list-style-type: none"><li>• Strong administrative skills</li><li>• Excellent writing skills</li><li>• Excellent IT skills – good experience of Microsoft Office products (Word, Excel, PowerPoint)</li><li>• Organised and reliable. Able to make decisions, set priorities and meet deadlines</li><li>• Strong attention to detail</li><li>• Good communicator with colleagues and clients</li><li>• Professional and confident in written and verbal communications</li></ul>	Knowledge of/an interest in the not-for-profit sector
Relevant experience	<ul style="list-style-type: none"><li>• Administrative experience</li><li>• Proven success at working independently</li><li>• Familiar with CRM systems and database use</li></ul>	Used to updating websites (WordPress)
Attitude	<ul style="list-style-type: none"><li>• Ability to work as part of a team and independently</li><li>• Flexible, can-do approach</li></ul>	
Education / training	Relevant administrative experience	

**Training and development**

Training will be provided to enhance skills.

**Hours:** 20 per week, increasing to 25 per week between January and March  
**Salary:** £10.00 per hour  
**Holidays:** 25 days, plus bank holidays (pro-rated)  
**Other benefits:** Simply Health cash plan  
Cycle to work scheme