**Business Support Coordinator**

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| **Line Manager** | Business Support Manager |
| **Location** | 1st Floor, Optima Building58 Robertson StreetGlasgow G2 8DU |
| **Department** | Business Support Team |
| **Direct Reports** | N/A |
| **Role Purpose** | To provide a range of business support duties for colleagues, clients and visitors. Offer first class in-house travel provision and coordinate regular administration activities, ensuring the office’s day-to-day processes are efficient and professional. |
| **Key Accountabilities** | * Coordinate Group Travel
* Record & Prepare Travel Report
* General Administration
* Process payments for notices & charges
* Data extraction/gathering and analysis
* Purchasing, stock control & requisitions
* Credit card reconciliation & coding
* First point of contact for Solvd. enquiries.
* Reception / Front of House Operations
* Group Supplier administration
* Coordinate colleague journey milestones (starters/leavers)
* Process colleague travel benefits
* General office support & coordination
* Assist with office health and safety procedures
* Assist with internal engagement (SharePoint, staff events, researching content, etc.)
* Assist with Solvd. Marketing activities
* Ad-hoc project assistance as required
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| **Key Stakeholders** | * Solvd. Leadership Team
* Bus Finance Director / Team
* Colleagues
* Visitors
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| **Personal Specification****Essential** | * Intermediate working knowledge of MS Office (particularly Word & Excel)
* Strong communication skills, both written and verbal
* Strong numerical & literacy skills (ideally Nat 5 level or above)
* Good command of English (verbal and written)
* Proactive and professional approach
* Excellent interpersonal and customer-facing skills
* The flexibility and willingness to learn
* The ability to work as part of a team but can also manage own workload and time
* The ability to work accurately, with attention to detail
* Highly organised
* Confidence to act as first point of contact for Solvd. with an approachable, friendly disposition
* Motivated & enthusiastic
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| **Personal Specification****Desirable** | * Previous Travel Booking experience
* Previous Administration experience
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| **Key Behaviours** | * To give 100%, always strive to improve and innovate.
* To be reliable and have a can-do attitude
* To ask to questions & challenge the norm
* To highlight ideas & suggestions
* To be flexible to changing demands and be able to work additional hours if the business requires
* To manage time and prioritise appropriately
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