**Business Support Coordinator**

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| **Line Manager** | Business Support Manager |
| **Location** | 1st Floor, Optima Building  58 Robertson Street  Glasgow 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 |
| **Key Stakeholders** | * Solvd. Leadership Team * Bus Finance Director / Team * Colleagues * Visitors |
| **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 |
| **Personal Specification**  **Desirable** | * Previous Travel Booking experience * Previous Administration experience |
| **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 |

Diagram

Description automatically generated