



Job Description

BUSINESS OPERATIONS AND MARKETING EXECUTIVE – GRADE 5

Job Purpose

The Business Operations and Marketing Executive assists across the business including in the areas of office management, finance, marketing, information technology, case administration, governance and events. The Business Operations and Marketing Executive is responsible for ensuring that all members of staff have the necessary tools to successfully undertake their roles and will act quickly to rectify any problems.

The Business Operations and Marketing Executive will also be required to deputise for the Head of Business Operations and the Marketing and Communications Manager in relation to any delegated tasks.

The post holder will work largely on their own initiative and will report jointly to the Head of Business Operations and the Marketing and Communications Manager.

Key Objectives

- To assist the Head of Business Operations with the effective running of the business.
- To assist the Marketing and Communications Manager with the promotion of Sport Resolutions' services.
- To contribute to the success of Sport Resolutions' events.
- To ensure that the office at 1 Paternoster Lane is maintained to a high standard.
- To provide administrative support to the case management team.

Key Tasks

Office Management

- Assisting with the day-to-day operation of the office including equipment, supplies, cleaning and maintenance.
- Ensuring that the office provides optimal working conditions including hardware for staff.



Finance

- Reviewing fee notes and sales invoices.
- Assisting with the uploading and data entry of financial documentation.
- Assisting with the annual audit and delivery of management accounts
- Chasing of aged debtors.

IT

- Helping to ensure that all staff have the devices and software to carry out their work from the office or home working environment.
- Assisting with the administration of the CRM system, CMS system and associated IT support contracts.
- Assisting with video conference and webinar setup.

Marketing

- Assisting with content creation for SR's media channels
- Assisting with external communications, including the company newsletter and the annual report.
- Monitoring, analysing and communicating PR results on a quarterly basis.
- Regularly updating and cleaning company newsletter database.
- Developing relationships with key stakeholders.
- Assisting in obtaining feedback from stakeholders to improve and develop services.



Events

- Assisting with the operations for Sport Resolutions' events, including the annual conference.
- Administering ticket sales and responding to queries.
- Working with the Senior Management Team (SMT) to ensure that the events programme includes exciting and topical sessions, relevant speakers, and innovation.
- Maintaining strong relationship with all event suppliers, clients and sponsors.
- Arranging travel and accommodation for event speakers.

Case Administration

- Assisting with pre-hearing administration, including creating bundles for panel members.
- Booking travel and accommodation for panel members.
- Assisting with the administration of the panel recruitment process.

Board, Governance and Policy

- Assisting with the organisation of board and committee meetings to ensure that board papers and minutes are distributed in good time.
- Booking accommodation and meeting space for board meetings.
- Helping to ensure that SR meets the requirements of UK Sport's Code for Sports Governance.
- Helping SR meet its equality, diversity and inclusion targets.
- Assisting with the regular review of company policies and procedures.



General

- Taking responsibility for on-going learning and professional development.
- Undertaking such other duties as may be assigned by the Chief Executive.

Person Specification

Essential

- An undergraduate degree.
- Excellent customer service skills.
- Excellent knowledge of written English.
- Good communication skills (both oral and written).
- Ability to remain calm under pressure.
- Ability to work accurately, as part of a team and individually, paying great attention to detail.
- Ability to handle confidential information in a discreet and professional manner.
- Experience in using Windows-based software applications, including Microsoft Word, Outlook and Excel.
- An interest and enthusiasm for sport.

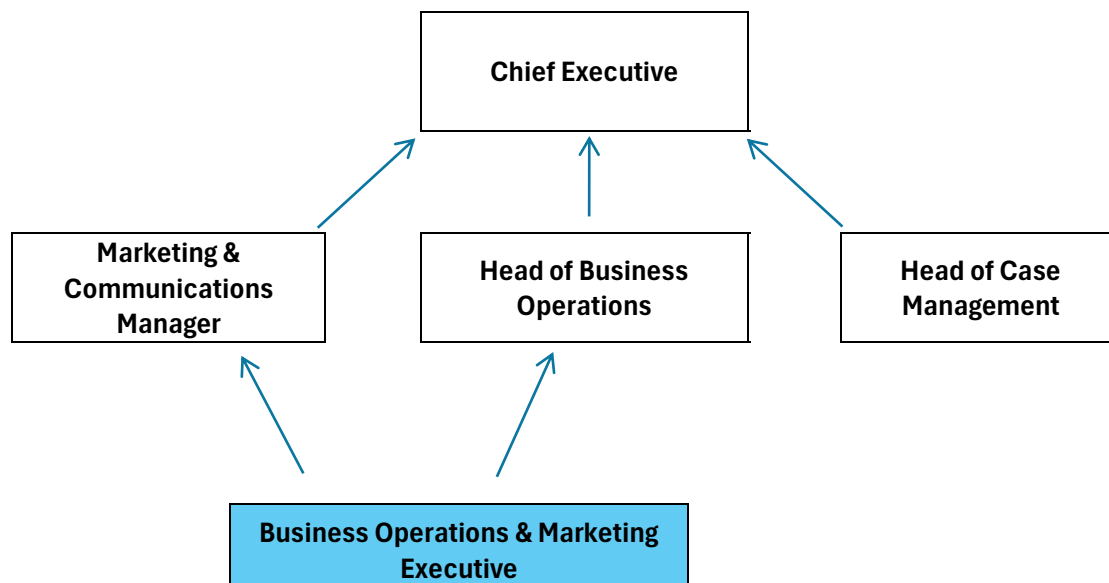
Desirable

- A post graduate business or marketing qualification.
- Financial administration and accounts experience.
- Event management experience.
- Knowledge of IT platforms.
- Experience in content creation and marketing campaigns.
- Project or programme management skills and experience.
- A good knowledge and/or experience of the structure of sport in the UK, in particular the governing body sector.



Reporting

This post reports jointly to the Head of Business Operations and the Marketing and Communications Manager.



Career Progression

A successful post-holder in this position should be working towards the position of Business Manager or Marketing and Communications Manager.