

Business Operations Co-ordinator (UI)

Basic information

Scale: 2

Job family: Business Services

Terms: Permanent

Location: Cheltenham

Reports to: Managing Director

Direct Reports: N/A

Team:

Business unit: UCAS International

Date reviewed: October 2020



Job purpose:

The role is responsible for the co-ordination and provision of a comprehensive administrative and operational support service to the company and its customers. The role will ensure that processes and workflows are developed and run effectively in line with UCAS International's service objectives and standards.

The role will be both external-facing, providing direct customer service and assistance, as well as internal operational support to the marketing and business development teams, to fully enable delivery and implementation of all sales and marketing activity related to UCAS International's digital platform and its associated products and services, to drive international expansion, increase revenue growth and maximise customer uptake and usage.

Key accountabilities:

Administrative and Operational support

- To develop, continually review and improve a comprehensive suite of administrative and operational processes and procedures to ensure the efficient operation of the company
- Co-ordinate and support budget and business planning, setting and monitoring processes
- Working with the UCAS Finance Team, ensuring timely raising and payment of invoices, maintaining financial records and up-dating systems and databases as required
- Manage internal and external communication channels to ensure that members of the company, UCAS employees and customers remain fully informed and engaged.
- Carry out or support company colleagues in completing research, report collation and campaign monitoring as required.
- Work with UCAS Financial and Corporate Services team to ensure to company operates in line with relevant UCAS Group policies, procedures and governance requirements.

- Undertake a range of administrative duties in support of the company, including secretarial support, system administration, arranging meetings and travel bookings.

Customer Support

- Provide an efficient and customer-centric onboarding process for new clients, including account set up, support access and initial usage of the mobile platform
- First and main point of contact for customers, dealing and resolving issues on first contact where possible or liaising with key personnel and ensuring the satisfactory resolution of more complex issues
- Uploading of third-party advertising content on to the digital platform
- Ensure customer onboarding and support procedures are fully documented, regularly reviewed and enhanced based on best practices and feedback

Digital Marketing & Sales Support

- Assist the Marketing Manager in the commissioning, monitoring and evaluation of multichannel digital marketing campaigns, working closely with UCAS Media's internal Ad Operations and Paid Media Teams
- Create and manage implementation of third-party advertising content as commissioned by the Business Development teams

Skills, qualifications, and experience:

- Level 3 or higher qualification in Business Administration or able to demonstrate equivalent work experience to this level.
- Significant experience in working in an administrative role in a commercial business environment, producing research, collating reports, making appointments and document management
- Good understanding and experience of organising and implementing business processes
- Strong level of IT skills, including proficiency in Microsoft Office suite and CRM databases
- Proven ability to plan and manage multiple work projects and tasks effectively, planning and prioritising workload in line with business objectives without direct supervision.
- Excellent customer service skills with previous experience of onboarding and providing continuous support to external customers
- Creative problem-solving skills
- Strong interpersonal and communications skills with the ability to forge positive and productive working relationships with a range of internal and external stakeholders
- Some experience or knowledge of digital marketing support is desirable
- Previous experience or knowledge of working within online digital environments or with mobile technology platforms is desirable

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action:

Customer-focused – We understand what our customers want, and we act on their changing needs.

Collaborative – We collectively create an engaging and positive work environment.

Accountable – We take ownership of our individual and organisational performance.

Service excellence – We realise, grow, and maximise our potential.

Trusted – Individuals are trusted to make informed decisions and take appropriate risks.