



**Job Title**                      **Business Support Manager**  
**Salary**                            £28,000 - 32,000 pro rata  
**Hours**                             10 – 15 hours a week (to be agreed with preferred candidate)

**We actively welcome and encourage applications from people with diverse backgrounds – if you need any accommodations to enable you to apply please contact us.**

**About the role**                We don't have an office, but if we did – you'd be managing it! We believe that this role is even more important for a virtual company and your role is to provide the core business support required for a small but growing team; organise and manage us and keep us all on track.

You'll be responsible for helping us operate at our best as well as managing your own projects. An excellent communicator, well organised and thriving on detail you'll be confident 'managing up' to support our CEO and working directly with clients.

**Responsibilities**              While this list is not exhaustive, we anticipate these will be the key functions of this role:

- Monitoring and managing all our different projects and activities; tracking progress against our strategies and highlighting any critical areas.
- Help us set up and develop business processes and systems to ensure our team is operating effectively.
- Provide project and admin support flexibly to other team members.
- Using Xero to manage and report on our finances including raising invoices, reconciling payments, approving expenses, providing reports and flagging issues. You'll be supported by, and work with, our accountant and financial advisor.

- Manage our inbox and provide a warm, friendly and knowledgeable point of contact for enquiries.
- Organise and maintain virtual filing systems to ensure we are all working efficiently and effectively
- Be able to pull together information and research to contribute with confidence to team meetings and management decisions.
- Supporting our growth by conducting desk-based research and applying straightforward analysis to make recommendations to the team
- It will be a bonus if you can use Teams, Hubspot, Trello or Xero although training will be provided.

### Criteria

- Proven track record of administration experience
- Ability to demonstrate initiative and to suggest improvements to processes
- Exceptional organisational skills and 'can-do' attitude
- Experience of managing a demanding diary and inbox
- Excellent time management and attention to detail
- Numerate and willing to take on elements of finance-related administration
- Experience of managing people or projects
- Experience of working independently and managing own workload
- Interest in social value and/or business for good

### About Us

ESG, CSR, Sustainability, Diversity, Social Value, SROI - whatever you call it, it's clear that organisations across the world, from public sector procurers to multinational corporations, are being asked by their customers to do more to not only minimise the negative impact of their operations, but to **create** meaningful social value which benefits the communities they operate in.

Thriving profitable businesses are at the heart of our communities. And creating social value should be good for business - making money and doing the right thing aren't mutually exclusive.

Samtaler is a small but growing boutique social value agency. That means we help large complex organisations create profit through purpose, to create social as well as economic value. This support is practical, from helping our clients shape their social value offer for bids and proposals to training their teams and helping them to assess

and improve their impact through ongoing management and strategic support.

Our clients include Oracle, KBR, Vattenfall and a number of public sector organisations who are actively seeking to create social value in the way they do business.

As the demand for genuine engagement with the ideas and practice of social value grows, we are facing an increased demand for our service and this role will play a crucial role in ensuring the sustainability of the company.

### **Why Work for Us?**

Samtaler is proud to be a responsible and generous employer and given what we do, we understand the value in investing in our employees. As a small company we strive to create a flexible, supportive working environment that will allow you to produce your best work, and to best your best self in other areas of your life too.

- 28 days holiday
- Generous wellbeing and development opportunities tailored to what you need
- Welcome pack including laptop, home office allowance
- Flexible working

### **How to Apply**

If this role really appeals to you, please check out [www.samtaler.co.uk](http://www.samtaler.co.uk) for more information about our work.

To apply, send your CV and a covering letter outlining your fit for the role, and why you want to work with us to

[Zahra.hedges@samtaler.co.uk](mailto:Zahra.hedges@samtaler.co.uk) by 9am on 3rd May 2021.