**Role Profile**

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| **Overview** |
| Job Title | Business Support Coordinator, Slave-Free Alliance.  |
| Main Purpose | To provide a highly professional first point of contact for members and clients and quality assure all SFA member & client reports. This role also provides administrative and reporting support to the SFA Director and the wider team in their aim to deliver world class services to businesses.  |
| Department | Slave-Free Alliance |
| Location | Home Based, regular travel to Manchester |
| Reporting To | SFA Director |
| **Main Duties** |
| * Provide a professional first point of contact for SFA member & clients and potential members and clients.
* Quality assure reports produced by the SFA Consulting and Training Teams and check for quality of discussion, recommendations, typographical and grammatical errors, formatting and overall presentation of information.
* Fulfil new member/ new client boarding checklists, including the Members’ Area of the website and introductory communications via email, post and telephone.
* Manage the Operational Delivery Tracker, updating all memberships and services to be delivered.
* Update performance and operational delivery report against KPI’s plus any additional reporting required by the SFA Director.
* Adopt lead SFA role on the CRM system ensuring that all records are updated accurately within an agreed timescale.
* Manage the SFA helpline including assisting with general enquiries, referrals, on boarding, website help and any other issues
* Assist with communications to the SFA members and mailing lists including the Members Newsletter.
* Co-ordinate quarterly Member Seminars/ Webinars.
* Assist the whole SFA team with operational support including the SFA Teams Channel, SharePoint site and IT help as appropriate.
* Provide other administrative support for the team as required.
* Work at all times in line with SFA policies and procedures and the wider strategy, culture and ethos of Slave-Free Alliance/ Hope for Justice.
* Understand and uphold the standards outlined in the Hope for Justice Safeguarding policies, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with our work and reporting concerns if they do arise.
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| **Key Result Areas** |
| * First class customer support to all members and clients.
* Member & client reports maintain a consistently professional standard in grammar, presentation and clarity.
* All member & client administration is completed within agreed timelines.
* Required KPI reporting is completed on time and accurately.
* Effective support is given to the wider SFA team.
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| **Soft Skills** | **Technical Skills** |
| * Strong work ethic
* Attention to detail
* Organisation skills
* Communication skills
* Relationship management
* Ability to work under pressure & time management
* Creative problem solving
* Decisiveness
* Self confidence
* Positive attitude
 | * Strong writing, reviewing and editing skills.
* Microsoft Software proficiency
* Administration
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| **Experience & Education** |
| * Educated to A-level standard or higher, or equivalent qualification.
* Experience of writing professional or academic reports.
* Minimum 2 years Office Management or Administration roles.
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