

# Reach Cambridge - Business Support Administrator

## Job Description

<p><b>Purpose of Job:</b></p> <p>As Business Support Administrator you will provide a range of interesting and important administrative duties for members of the company's management team. These will include managing the administration of new and existing student applications and resolving admissions queries; helping prepare the logistics for our summer programs; checking DBS certification and other HR requirements and providing administrative support to the management team.</p>	
<p><b>Primary Activities:</b></p>	
<p>1. Manage administration, prepare and implement plans and logistics relating to our residential programmes, and arrange group bookings for events and excursions including travel and meal requirements for our guests.</p>	
<p>2. Oversee all admission enquiries and provide efficient and friendly help to existing and future customers. Ensure all program applicants have completed every aspect of their online account within the deadlines set and help troubleshoot any related issues as they arise.</p>	
<p>3. Help liaise with clients, teachers, coordinators, students, parents and suppliers to address their needs or expedite commitments so that routine and ad hoc matters can be resolved efficiently.</p>	
<p>4. Manage and oversee our seasonal staff recruitment and HR processes. Ensure all components of recruitment and all necessary documentation are completed efficiently, effectively, to set deadlines and in-line with GDPR.</p>	
<p><b>Secondary Activities:</b></p>	
<p>5. Work with the sales and marketing team to contribute to the development of our Customer Relationship Management system, including efficient and effective personal contact via phone or email, and regular newsletter and promotions for customers and agents.</p>	
<p>6. Support the MD and members of the leadership team with worldwide trip preparations and logistics, occasional market research and contacting schools worldwide.</p>	
<p><b>General Activities:</b></p>	
<p>7. Support the general administrative functions of the senior team, including the Managing Director and Finance Manager. Undertake all other administrative duties and responsibilities commensurate with the knowledge, skills and experience of the role as may be requested by Reach management.</p>	
<p>8. Uphold, protect and promote the Company's core values, operating standards, protocols and HR policies and procedures.</p>	
<p><b>Skills &amp; Attributes</b></p> <p>Advanced use of IT including Microsoft Office 365 (Outlook, Excel, Word, Sharepoint, Powerpoint &amp; Teams).</p> <p>Strong typing and note-taking skills.</p> <p>Numerate, articulate and engaging.</p> <p>Friendly, positive, enthusiastic and motivated.</p> <p>Mature, resilient and determined.</p> <p>Ability to work efficiently and effectively alone and within a team</p> <p>Organised, flexible and reliable and confident to use own initiative.</p>	<p><b>Experience</b></p> <p>3-years previous administrative experience highly desirable – preferably in the hospitality, tourism or education sector.</p> <hr/> <p><b>Knowledge</b></p> <p>Minimum of two A levels (Essential)</p> <p>Bachelor Degree (Preferred)</p> <p>Familiar with higher education sector, school administration hospitality and tourism.</p>