



# Business Development Administrator

Job Description

Job Reference: H69/19

<b>Location:</b>	Edinburgh
<b>Responsible to:</b>	Head of Business Development
<b>Salary:</b>	£17,255 - £18,777 per annum
<b>Working hours:</b>	29 hours across Mon-Thu
<b>Closing date:</b>	17 June 2019
<b>Interview date:</b>	27 June 2019

## **Job Summary**

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To provide a comprehensive business and administrative support service to the business development team with particular responsibility for Penumbra Trading clients.

## **Responsibilities**

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### Penumbra Trading

- Respond to new enquiries (ie. by email, telephone, skype, in person meetings and presentations) to ensure their progress to account
- Manage onboarding of new organisations (ie. confirm details, send contracts, invoices, materials, support with set up queries)
- Deliver implementation training to facilitate use of I.ROC digital
- Responsible for day to day account management of existing customers, provide support to ensure successful ongoing partnership
- Coordinate I.ROC/Y.ROC training in liaison with Learning & Development staff
- Liaise with Finance Team to issue invoices and maintain sales records
- Maintain regular contact with customers to keep them informed and up to date on our services and understand any changes in their circumstances, as well as gathering information and case studies
- Effectively communicate with web developers to resolve issues arising on I.ROC wellbeing system
- Record customer feedback to identify potential updates for I.ROC wellbeing system
- Maintain user guides for I.ROC wellbeing system
- Represent the organisation and promote products as required
- Liaise with lawyer to ensure all contracts meet requirements

- Responsibility for reporting in relation to Penumbra Trading, including sales figures, communications engagement, activity reports, quarterly stocktake
- Order and secure delivery of Penumbra Trading materials to customers
- Support the development of Y.ROC

#### Business Development team support

- Liaise with Communications Officer to maintain online presence and increase engagement
- Ensure information and materials are available to wider team to raise the profile of Penumbra at a UK and international level
- Support Penumbra staff's transition to I.ROC digital
- Support the implementation of new mobile office systems
- Support team with fundraising and tendering administration as required
- Travel may be required
- Undertake other duties as may be required by your line manager

#### Person Specification

<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Good level of secondary level education.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Administration qualification</li> <li>• Business related qualification</li> </ul>
<b>Knowledge and Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience providing business support in a busy environment</li> <li>• Excellent IT skills – including Microsoft Excel, Word, Outlook and Power Point</li> <li>• Experience of analysing, organizing and presenting numerical data as well as data management ensuring accuracy and confidentiality</li> <li>• Proven experience of working effectively with limited supervision</li> <li>• Experience of using your initiative to develop efficiencies</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of sales and relationship management</li> <li>• Experience of working in a Social Care Organisation</li> <li>• Experience of using and improving defined business processes and giving guidance on them to colleagues</li> </ul>
<b>Core Competency – Working with Others</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Builds good working relationships with team members and colleagues throughout the organisation</li> <li>• Facilitates co-operative and effective working whilst in a team</li> <li>• Is approachable, open, polite and helpful to others at all times</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of delivering training</li> </ul>

<b>Core Competency – Learn and Apply</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Identifies learning and development needs and seeks a range of formal and informal learning opportunities to meet them</li> <li>• Demonstrates commitment to keeping knowledge, understanding and skills up to date</li> <li>• Is open to positive and constructive feedback from others</li> </ul>
<b>Core Competency – Communication</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Speaks and writes clearly and accurately and ensures the message is understood</li> <li>• Uses the most appropriate means of communication using content style and language to suit the audience and content</li> <li>• To create, manage and manipulate data and information whether relating to finance and staffing information, this will include producing bespoke and complex reports</li> <li>• Explore and contribute ideas for innovation</li> <li>• Assist in improving organisational performance</li> </ul>
<b>Core Competency – Managing Self</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Sustains effort to overcome obstacles and feelings of frustration and is able to maintain a positive view</li> <li>• Is able to explain and account for their own practices and expects to have their thinking challenged appropriately</li> <li>• Is open to change and continually improving practice</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>• Project-management and problem solving skills with a creative approach towards solving day-to-day complexities</li> </ul>
<b>Core Competency – Professionalism</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Demonstrates a commitment to Penumbra’s values</li> <li>• Maintains sound ethical and professional standards at all times</li> <li>• Ensures the delivery of efficient effective, high quality services</li> <li>• Demonstrate team spirit, drive and initiative</li> </ul>

**Completed Applications should be returned to:**

[recruitment@penumbra.org.uk](mailto:recruitment@penumbra.org.uk)

**or send to**

**Recruitment  
Penumbra  
Norton Park  
57 Albion Road  
Edinburgh  
EH7 5QY**