

# Business Manager (Graduate)



Location: Inverness

Hours: 28 hours/week

Salary: £23,000 (pro rata £18,400 per annum)

Duration: 1-year fixed term with a view to creating a permanent role

The purpose of this role is to set up new business processes for Àban Outdoor. We will need you to:

- Understand the needs of a growing trading charity
- Create new business processes to improve efficiency
- Create a marketing plan
- Improve customer service processes

The main tasks include:

- Dealing with customer queries (phone, email, in person)
- Managing our booking systems (Trybooking and eDofE management system)
- Basic HR functions – maintaining staff training records (e.g first aid, PVG, technical qualifications)
- Managing Stripe & Give As You Live (payment & donation portals)
- Basic bookkeeping (Quickbooks), working with our accountants & bookkeepers
- Maintaining the shared team calendar
- Marketing including social media and email marketing (MailChimp)
- Webpage content (Craft Content Management System)

We're looking for someone with:

- Exceptional organisational and time management skills
- Outstanding verbal and written communication skills
- Basic knowledge of banking and bookkeeping
- Experience using Microsoft Word, Excel, Outlook & Sharepoint
- Proficiency in managing business correspondence and the ability to handle confidential information
- Excellent problem-solving skills and an aptitude for helping other people
- Great phone manner
- This role suits someone who enjoys a sociable office environment with lots of coming and going. We can be flexible to suit, e.g school hours or caring responsibilities, but essentially this is an office-based role with standard hours.

We offer 35 days annual leave per year (pro-rata) and a generous CPD budget. We will offer support towards, e.g AAT Foundation Certificate in Bookkeeping.

