Job Description

JOB TITLE:	Business Operations Coordinator
REPORTS TO:	**Head of Business Operations and Finance**
JOB PURPOSE:	Provide proactive administrative support for projects, events, accounts and activities across the organisation, including customer liaison, logistics and contracts management. As a member of the Business Operations team provide professional customer service for business retention and growth.
GRADE/SALARY:	£26,227.50 per annum (or pro rata if not a full-time arrangement)
Date of Issue:	**November 2026**
Contract length:	**12 months**

Ideally the post would be full-time but we are open to a range of flexible working options.

1. MAIN RESPONSIBILITIES

- Provide coordination and logistical support for a range of projects, events and activities. This could include maintenance of internal calendars and project tracking, drafting of proposals and contracts from templates, creating joining instructions and other related documentation.
- Support business and relationship development by acting as a point of contact for external queries, providing professional customer service, liaising with internal and external colleagues/clients. Logging new business opportunities on CRM and keeping track of new enquiries in collaboration with colleagues.
- Manage administration processes for Vitae's online subscription professional development tool – providing quotes, writing user agreements, answering questions or sign posting to information/appropriate team members.
- Financial support – provide day-to-day administration of accounts, including the sales and purchase ledgers to the daily cash postings and bank reconciliations, liaising with external clients and members on accounts matters, and credit control.
- Using established templates, produce surveys and collate data for reporting on engagement with Vitae events and activities.
- Attend offsite training events and meetings where necessary, including annual Vitae Conference.

If interested : candidate could have option of assisting with HR admin and staff training and team days

2. KEY RELATIONSHIPS

- Line manager
- Business Operations Team
- Head of Learning and Development

3. PERSON SPECIFICATION AND EXPERIENCE

Knowledge and Experience

- Project coordination (might include the coordination of activities, events, meetings and training)
- Provision of excellent customer service and administrative support
- Support of several concurrent projects
- Competent use of IT, including Microsoft Office, Word, Excel, Power Point, Zoom and Teams.
- Competent use of web-editing software and survey platforms (or willingness to learn)

Desirable:

- Experience of coordinating learning and development and/or training and events activity
- Experience of using Xero or similar accounts package is advantageous, but training is provided where needed
- Experience of using CRM systems
- Experience of higher education or non-profit environments

Skills, the ability to:

- Excellent organisational skills with the ability to work on multiple projects
- Excellent communication and interpersonal skills
- Excellent coordination and administrative skills
- Ability to prioritise and oversee coordination of various projects
- Ability to liaise with external contractors, consultants as well as internal staff
- Excellent attention to detail and delivery within project timeframes

Attributes

- Collaborative approach to project delivery.
- Ability to work autonomously and prioritise own workload proactively and flexibly
- Willingness to travel in UK and work flexible hours when needed
- Willingness to be flexible and work on a wide variety of programmes and deliver to tight deadlines
- Demonstrable commitment to the concept of a learning organisation, including investment in own personal development