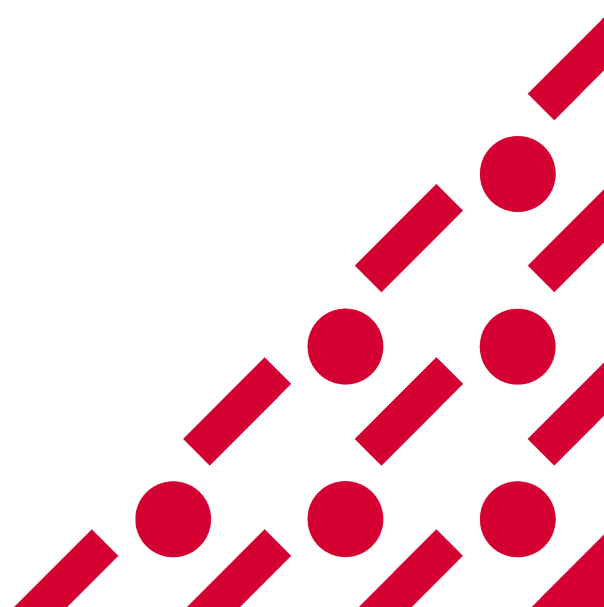


Job Description & Person Specification /
Business Support Manager.

Last updated on 14/11/2023

Role Ref: CLPAD/BSM24



About Our Business.

At CLP Airdrawn, we use technology creatively to tell better stories for our clients.

We are a team built of creative production specialists, technologists, and planning superheroes with years of successful project deliveries behind us.

We create unique, engaging experiences for global audiences.

All that without forgetting our focus on a better way of doing business.

Whether it is our policies on staff and client welfare or the servers running our website, we are always asking questions about what is best. Not just for us, but for the wider world.

About The Role.

Following a significant rebrand of our business, we are looking for a Business Support Manager to help write the next chapter of our story.

Reporting to the Managing Director, you will play a pivotal role in supporting the business functions of CLP Airdrawn and our associated brands.

You will be a flag bearer for the CLP Airdrawn brand, representing us well and growing our reputation for being a creative, pioneering, and inspiring company that people want to engage with. You will be the face of our business during meetings and industry events, validating our credibility by sharing our successes and industry insights.

You will be an excellent communicator at all levels. Sympathetic and respectful of the cultures we work in, with organisational skills which are second to none.

Diary management, task management and solid data management skills are a must have for us.

All our team are responsible for playing a part in developing our brand and activating the Senior Leadership Team's strategy to increase our client portfolio, supporting CLP Airdrawn's ambitions plans for growth.

What you will be doing.

Administrative Responsibilities

- Support the Managing Director and Senior Leadership Team allowing them to ease their administrative burdens and spend maximum time on strategic tasks.
- Acting as the first point of contact for callers, dealing with emails across all inbound shared mailboxes, passing on messages or highlighting them for the relevant member of staff's attention.
- Managing diaries, organising meetings and appointments, controlling access to the Board of directors when required.
- Help develop best in class processes to streamline the administration function of the business.
- Compiling reports, presentations and correspondence as required by the Board of Directors.
- Liaison with the company's accountants as required.
- Managing the company's Insurance Policies ensuring all risks are covered and documentation maintained.
- Writing and publishing internal company communications.
- When required, you will manage the company's commercial premises portfolio, including negotiating leases, arranging insurance and fit outs.

Accounting & Finance Responsibilities

- Administration of the company accounts system.
- Maintain sales & purchase ledger. Process sales and purchase invoices.
- Administration of the company credit card system and associated expense claim process.
- Reconciliation of all company bank accounts.
- VAT Returns.
- Maintain client and supplier details.
- Preparation of management and Year End accounts.

Operational Responsibilities

- Assist project delivery teams as operationally required.
- Staff & crew flight booking, using the most cost-effective routes and providers.
- Staff & crew hotel booking, using the companies preferred vendors.
- Arranging freight movements, customs declarations, vehicle hire, ATA Carnet processing.
- Administration of the company's resource booking & CDM system.
- Reviewing risk assessments alongside the Operations Director.
- Acting as a first-point contact for Freelancers, ensuring that their records are kept up to date.

Marketing Responsibilities

- Manage the companies and associated brands social media channels using our social media toolkit.
- Lead input into the social media strategy, define targets and monitor results.
- Maintain the appropriate tone of voice with all external communications.
- Ensure the CLP Airdrawn and associated brand websites are kept up to date with an awareness of SEO best practices.
- Develop and manage email marketing campaigns, and report on their effectiveness.

Other Responsibilities

- Help to develop the company's sustainability policies.
- Manage the companies B-Corp accreditation journey. Ensuring all required policies, processes and responsibilities are followed.

Working Environment.

Although office based, we do not work in a 9-5 industry. Must be open to contact outside of standard working hours if required.

International travel, sometimes at short notice, may at times be required to ensure the operational requirements of the business.

Person Specification.

- Open, honest with a strong sense of integrity; credible. We are not looking for someone that just wants to do the bare minimum.
- You must understand that this role is not "just a job" and have a can-do attitude.
- A key team player. Must understand and believe in the company's goals and assist the Senior Leadership Team in guiding the whole business to achieving them.
- Team leadership skills, or a willingness to develop them.
- Capable summariser: able to translate the core needs of our clients and express these effectively to the wider team.
- Excellent communication skills, both written and verbal, to include writing creative and persuasive content for customer communications and proposals, with strong attention to detail and accuracy.
- Diary management, task management and solid data management skills are a must have.
- Strong presentation skills.
- Excellent interpersonal and influencing skills to people at all levels.
- Commercially astute: high level of business and commercial awareness.
- Sound commercial acumen, understanding of ROI with an analytical approach.
- Open, honest with a strong sense of integrity; credible.
- Comfortable working to deadlines while working across multiple projects.
- A willingness to learn new skillsets.

Desirable Skills.

- Proficiency in the Windows Operating environment
- Microsoft Office Suite / Microsoft Teams
- Xero
- WordPress
- Adobe Creative Suite

Employment Particulars, Salary & Benefits.

Type of Role:	Full Time / Permanent
Salary:	Package negotiable dependent on applicant.
Reports to:	Managing Director
Location:	Horsham, West Sussex. UK

- Company Pension Scheme & Private Medical insurance following probation period.
- 28 days holiday per year, including public holidays.
- Mobile Phone & Laptop will be provided.

We operate a company bonus scheme where profits are shared with our employees. We also operate an employee enrichment program to give our team time to do what matters most to them.

We understand the importance of a work-life balance and encourage our employees to achieve this.

How To Apply.

To apply for this role, please send your CV and a covering letter telling us why you would be suitable for this role to joinus@clp-airdrawn.com