JOB DESCRIPTION	
Job Title:	**Operational Support Co-ordinator**
Location:	Home Based
Reports to:	Operational Support Manager
Responsible for:	n/a

Job Purpose:
To provide a consistent level of support and approach to Development Managers across FSB priorities, which pertain to the organisation's corporate objectives.

Key Areas of Accountability:

Events Management
- Facilitate events, online and face to face, to present an image of an effective, professional organisation representing the needs of small business owners.
- Oversee the administration of FSB events, including planning, marketing, administration, analysis and attendance monitoring
- Use online events management software to market and manage events
- Publish and promote events through social media and other areas as directed by Development Managers (DMs)
- Preparation and distribution of marketing content in relation to events
- Liaise with Development Managers (DMs), attendees, venues and speakers to ensure events are organised in a professional manner.
- Work with the events and marketing teams nationally to be the relevant local hub for any national events activity.

Communications
- Ensure that verbal and written communication with members, external organisations, Members of Parliament / Local Authorities and the general public presents an image of an effective, professional organisation representing the needs of small business owners.
- Engage and support DMs' campaigning objectives across a wide range of communication channels, including social media, printed media and securing external media coverage
- Create and post engaging content on social media
- Be a hub for local content, managing the delivery of FSB e-newsletters and magazines, ensuring that content is shared to the appropriate stakeholders.

Commercial & Campaign Support
- Assist the local DM to maintain, co-ordinate and grow FSB campaigning at a local level to increase the impact of our national campaigning goals.
- Support Development Manager with local campaign plans by identifying and sharing relevant local examples to support FSB's lobbying activity.
- Support Development manager to identify potential working relationships and partnerships for FSB to advance its policy and campaigning goals.
- Assist Development Managers to gather information around case studies and evidence to support FSB lobbying activity.
- Assist DMs in supporting FSB's nationally driven commercial objectives and ensuring a professional and consistent service is delivered to local members.
- Assist DMs in supporting FSB's national and local recruitment and retention campaigns, including attending events to represent FSB

Administration
- Provide diverse administrative support to DMs including event administration research, marketing and general administrative tasks such as emails, calls, preparation of papers.
- Provide support to DMs across a number of work streams simultaneously.
- Provide point of contact cover in the absence of any relevant DMs
- Develop reporting/evaluation processes for DMs.
- Undertake other duties relevant to regional activities in accordance with the level/grade of the post as directed by the appropriate line manager.

This job description is not intended to be an exhaustive list of duties and responsibilities. The job description will be reviewed and updated as the needs of the business evolve.

Person Specification		
Attributes	**Essential**	**Desirable**
Qualifications	• GCSE Grade 4 or equivalent in English Language • Full driving licence	• Customer services certificates • IT qualification – BTEC or equivalent • Business and or Marketing qualification
Experience	• Experience of managing and delivering administration support • Working in a role without close supervision and where working on own initiative was essential • Creating and posting content for social media • Sourcing and preparing content for marketing communications • Experience of working in a customer supporting role	• All aspects of events management, including administration, planning & delivery • Sourcing and preparing content for marketing communications • Managing social media accounts, using social scheduling tools and analytics to measure success • Worked from home with experience of managing conflicting work streams and varied time demands • Face to face customer/stakeholder relationship development • Use of customer database
Knowledge	• Good knowledge of IT applications including Word, Excel, Outlook, databases and social media platforms • Good all round knowledge of managing and delivering administration support	• Has used a customer database previously. • Understanding of the needs of small businesses and information which would be helpful to their business • Google docs or similar data sharing platforms • Understanding of the political context and institutions • Knowledge of all aspects involved in planning and delivering an event
Skills	• Excellent verbal and written communications skills • Ability to plan, organise and prioritise workload to meet deadlines. • Ability to enable the smooth coordination of activities • Strong relationship building and interpersonal skills • Good telephone manner ability to carry out customer service calls to a high standard • Ability to create and communicate marketing content for local activity	• Ability to identify opportunities to develop FSB objectives and put forward to Development Manager with recommendations.

Specific Requirements	• Be willing to travel across local areas to attend events and meetings • Ability to access and use a car for work purposes • Be flexible regarding working hours in order to meet the needs of the FSB • To be able to work from home in a safe suitable environment

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