

## Job Description

**Title:** Commercial Operations Coordinator

**Reports To:** CEO

**Location:** Brighton / Hybrid Working

*This role requires a minimum of 3 days per week working from the Brighton office.*

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### Job Purpose:

To provide comprehensive support to our Executive team, partnering and sales teams on a wide range of coordinating, reporting, research and administrative tasks. You will be expected to proactively work with key stakeholders to coordinate, oversee and complete planned and ad hoc administrative procedures across the business in a timely manner.

The Commercial Operations Coordinator will play a crucial role in ensuring the smooth and efficient functioning of our day-to-day sales and partnering operation. You will have a can-do attitude with high and consistent levels of positive energy. You will be highly organised, enjoying organising others with great attention to detail. In this role you will be highly dependable and trusted to be one step ahead to ensure others are efficient in use of their time and the business can scale and achieve its growth targets through optimised use of resources and continuous improvement in processes.

### Role Responsibilities:

- Proactively manage and organise office operations, including document preparation, spreadsheets and presentations for the sales, partnering and Executive teams.
- Manage phone calls, emails, and correspondence with internal and external stakeholders including ensuring completion of follow up by all parties.
- Support day-to-day HR responsibilities such as supporting recruitment activities, updating sickness records and approving holidays for the commercial teams.
- Support identification of target partners and clients.
- Assist in the creation, maintenance and improvement of standard operating procedures (SOPs) to enhance operational efficiency.
- Work closely with various departments to streamline workflow processes.
- Maintain accurate and up-to-date records, databases, and create and disseminate reports for all areas of the business as required including sales pipeline and forecasts.
- Assist in data analysis to identify trends and areas for improvement.
- Manage internal projects from time to time as required through to completion

with great communication on progress and completion as well as risks and barriers.

- Support Finance department as required from time to time.
- Collaborate with cross-functional teams to address operational challenges and implement improvements.
- Support scheduling of client and partners meetings as well as follow-up if required.
- Ensure SharePoint, CRM, email and databases up to date at all times including contracts. Support the business in creating highest levels of NPS.
- Support day to day office management including managing visitor and employee experience.

### Experience Required:

- Previous experience in a co-ordinating and administration role
- Excellent IT skills (Microsoft Office) including creating PowerPoint presentations
- Excellent Customer Service
- Ability to thrive in a scaling environment
- Outstanding organisational and time management skills
- Great attention to detail
- Ability to work without direct supervision
- Excellent standard of spoken and written English is essential
- Flexible and willing to take on a variety of tasks to go above and beyond