POSITION DESCRIPTION

BUSINESS MANAGER

Bree Gorman
Geelong, Australia
info@breegorman.com

GENERAL DETAILS

Role Title	**Business Administrator**
Location	Remote (Bree Gorman is based in Geelong, Victoria, Australia)
Position Reports To	Bree Gorman - Managing Director
Date	June 2022

ROLE OVERVIEW

Primary Purpose	The primary objectives of this role are to maintain the business operations and administration of Bree Gorman Consulting's business activities. As at June 2022, these activities include: • Training and education • Coaching and Advising • Diversity and Inclusion network operation • Keynote speaking • Research and consultations • Strategy development

KEY WORKING RELATIONSHIPS

Internal stakeholders	Interdependencies
Bree Gorman - Director	Work with Bree to ensure efficient and effective business processes.
Team	Work closely with other members of the team to ensure all deliverables are met and business processes are conducted effectively.

External Stakeholders	Interdepencies
Clients & potential clients	Liaise with clients to ensure training bookings are handled efficiently, paperwork is complete and their needs are met.
Subcontractors	Liaise with subcontractors and service providers.

KEY ROLE ACCOUNTABILITIES

Domain	Activity	Accountability
Administration	• Manage projects using trello. • Book and manage all travel and associated logistics • Run Bree's diary • Respond to emails on Bree's behalf • Create zoom links and provide materials for workshop participants	• Projects are well coordinated and delivered on time. • Travel booked effectively. • Diary well managed.

KEY ROLE ACCOUNTABILITIES

Domain	Activity	Accountability
Production (including event management)	• Coordination and management of training seminars and workshops. Includes liaising with clients and attendees as needed. • Coordinate speaking opportunities ensuring clients receive slide decks, the right equipment is available etc.	• Events run smoothly and Bree can focus on thinking and delivering
Systems	• Managing and maintaining current customer info - client billing, contact details, network membership. • Managing and updating documented internal processes. • Maintain and manage the email marketing system.	• All systems and procedures are recorded and regularly updated

KEY ROLE ACCOUNTABILITIES

Domain	Activity	Accountability
Team	• Provide management and direction for VA when necessary • Support other team members when necessary.	
Client Engagement	• Manage client engagements once a sale is confirmed • Create and implement an onboarding system for new clients • Create and manage a CRM • Receive testimonials and feedback from clients	• Clients are satisfied with their experience
Finance	• Client invoicing and follow up • Quote preparation • Tracking and reporting on revenue and expenses	• Ensure all activities are invoiced for and payment followed up. • All bills paid on time

TECHNICAL SKILLS, KNOWLEDGE, EXPERIENCE AND QUALIFICATION REQUIRED FOR THE ROLE

Technical skills, knowledge, experience, qualifications	Description	Level of importance to the role (H/M/L)
Administration experience	Experience in office management, administration or project management.	Medium
Excellent verbal and interpersonal communication skills	Ability to proof read and write content when required. Ability to engage with clients and potential clients in oral and written form. Influencing skills desirable.	High
Strong skills in IT applications	High level ability to use Word and Excel. Desirable – Canva, Trello, Wordpress. Ability to learn and pick up new technologies with ease.	Medium

PERSONAL & GENERAL SKILLS, VALUES & ATTRIBUTES REQUIRED FOR THE ROLE

Personal Attributes	Description	Level of importance to the role (H/M/L)
Interpersonal communication	The incumbent will be open to honest conversations, giving and receiving feedback, is responsive, and prides themselves on having great working relationships.	High

PERSONAL & GENERAL SKILLS, VALUES & ATTRIBUTES REQUIRED FOR THE ROLE

Technical skills, knowledge, experience, qualifications	Description	Level of importance to the role (H/M/L)
Independant decision making	The role has a number of accountabilities that are critical to the business. Bree has a high work load and requires someone who can make decisions, work autonomously but also has a willingness to ask questions when they are unsure.	High
Organisational skills	Efficiency and an ability to balance competing demands are important.	High
Detail orientated	Attention to detail, neatness, a preference for order is important for the role.	High
Flexible and adaptive	The enterprise is a growing practice therefore new demands, accountabilities and skill requirements are likely to arise in this role. For these reasons, the person in the role needs to be open to learning new skills as well as new ways of doing things.	High

TECHNICAL REQUIREMENTS

	Desciption	
Availability	This role is flexible and can be structured in a way that works for you. However it is important that there is similarity in these hours with Bree's working week.	Medium
Technology	Must have access to high speed internet and reliable and up to date technology.	High