



<b>Job Title:</b>	Business Support Assistant
<b>Location:</b>	Remote, with occasional travel within the UK
<b>Salary:</b>	From £25,000 per annum, subject to skills and experience
<b>Hours:</b>	37.5 per week over 5 days

### **About Halpin**

Halpin was founded in 2017 as a boutique management consultancy designed specifically with the needs of higher education in mind.

Our growing team of Consulting Fellows and Senior Advisors are experts in HE fundraising, governance and strategy, and together we have carried out over 130 projects for nearly 70 clients spanning universities, colleges, sector bodies and research institutes.

Halpin is a values-led firm that truly believes that a one-size-fits-all approach to consultancy does not work. Instead, we tailor our work to fit the unique and individual needs of each client, to deliver meaningful outcomes throughout each stage of a project.

### **The Role**

Reporting to Charlotte (Halpin's Director of Operations) the Business Support Assistant is central to the day-to-day running of Halpin and will support the flow of information between our sales and business development activity, systems and people.

You will be the type of person able to self-direct a mixed workload and a natural problem solver. You should enjoy working with and learning about new systems and tools (relating to people, customers, and projects) and be able to make yourself indispensable, swiftly becoming the much-needed central support across the business.

Although the primary focus of the Business Support Assistant is on supporting day-to-day operations, we are invested in developing our staff and as a small, growing business there will be significant scope for personal development within the role. Subject to your skills and interests you will have opportunities to participate in a variety of internal projects from events and research to marketing and pitches.

As a member of the Halpin team, you will work in high-trust, values-driven environment with autonomy over how you manage your time each week. The role will be required to work over 5 days each week but work patterns are flexible and we will provide you with all the tools and equipment you need to work remotely.

We're a small team, and there will be plenty of potential for you to bring extra skills and talents to the table, and make the role your own.

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## **Responsibilities**

### **Operations**

- Manage the main Halpin email account and act as the first line response to all business-related queries by email and phone.
- Coordinate team meetings, Halpin events and away days including scheduling, preparing agendas, papers and follow up.
- Support finance-related administration including invoicing and expenses.
- Support the development and communication of Halpin policies and associated procedures to include those related to Equality, Diversity and Inclusion (EDI), Data Protection and IT security and sustainability.
- Support Halpin staff and Consulting Fellows in the use of technology, systems and digital tools.

### **Business Development/Sales/Marketing**

- Maintain and update Salesforce records for current and prospective clients including undertaking research, recording actions and sending communications.
- Coordinate reports for business development and sales activity and meetings.
- Organise internal and external business development meetings including pitches and presentations.
- Monitor proposal and tender deadlines and coordinating responses.
- Support the drafting of proposal and tender responses including undertaking research.
- Monitor progress against business development plans with team.
- Update social media and website with new content and business updates.
- Support the coordination of external Halpin events e.g. webinars to including scheduling, coordinating speakers, and follow up.

### **Culture, Values and Communications**

- Update internal communications channels e.g. MS Teams, SharePoint to ensure key business news, policies and updates are being shared.
- Coordinate the production of internal newsletters and communications.
- Support our planning and development work towards B Corp certification.
- Support the annual review, update and report of the Halpin Manifesto.

## **Person Specification**

- IT literate and confident, with a willingness to master unfamiliar systems.
- Knowledge of and interest in digital tools to support remote working.
- Highly organised and able to meet tight deadlines.
- Able to manage a diverse workload and prioritise tasks.
- Excellent communication skills.
- Able to produce high quality work, with strong attention to detail.
- Comfortable working at a quick pace – or alongside those that do.

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- Friendly and personable and invested in the needs of the team.
- Interest in the higher education sector and/or start up operations and a commitment to social mobility and equality, diversity and inclusion.
- Comfortable with working remotely and flexibly to support the wider team.
- A willing champion of our [manifesto](#).

## **Benefits**

Subject to the completion of probation, each Halpin employee is entitled to:

- 25 days' holiday
- Pension
- Company Sick Pay
- 2 Months' Halpin Maternity, Paternity and Adoption Pay
- Flexible working (subject to business needs)
- Christmas Office Closure (equivalent to 5 days additional paid leave in 2021)
- 1 day per month to undertake volunteering (subject to business needs)
- Bi-annual company away-day
- Company laptop or PC and allowance for home office set-up
- Mobile phone, internet and home-working allowance
- Annual health and wellbeing allowance e.g., to cover cost of gym membership, equipment, courses, health and fitness apps, retreats, personal training, wearable technology, meditation courses, coaching, therapy and/or financial advice.

## **How to Apply**

Submit a CV and covering letter to [info@halpinpartnership.com](mailto:info@halpinpartnership.com) setting out:

- 1) The role you are applying for,
- 2) How you meet the person specification for the role, and
- 3) Why you would like to work for Halpin.

Note we welcome recorded responses to these questions e.g., audio or video.

We would like to attract a diverse applicant pool and are aware that some under-represented groups are typically less likely to apply for jobs unless they are sure they comfortably meet all the criteria. With this in mind, we encourage all potential candidates to reflect on their strengths and experience in the broadest sense, including transferable skills where appropriate, when considering their suitability for the position.

In all cases, we will select the best candidate for the role.

The deadline for applications is Friday 31<sup>st</sup> December 2021.

Interviews for shortlisted candidates will be held remotely on Thursday 20<sup>th</sup> January 2022.