**Business Support Supervisor**

**About Faerfield**

Faerfield helps solve key leadership challenges, enabling organisations to build teams that deliver better services. We support organisations to acquire senior talent on both an interim and permanent basis, whilst supporting them to maximise the performance of existing colleagues. We focus on the behaviours, values and attitudes which define effective 21st century leadership – whatever someone’s background.

We have established ourselves as trusted partners to local government and the wider public and not for profit sectors. Our relentless focus on high quality engagement with everyone that connects with our business has helped to fuel our growth. We are human beings, so we don’t always get it right, but we understand that building relationships of trust with those we work alongside, creates long term value for everyone

**Role Profile**

This is an exciting opportunity to build on your current skills and experience working in a supportive professional environment.

As a small and growing business there is genuine opportunity for the right person to take on additional responsibility and develop their career.

Reporting to the Operations Manager you will work across our executive search and executive interim practices managing, coordinating and providing effective support to these client and candidate-facing functions. You will also have the ability and confidence to develop strong relationships with clients, candidates and suppliers, ensuring that assignments and projects are delivered to the highest standards and that the operations team provides excellent customer service. Importantly you will also oversee client invoicing and support on the credit control.

**Priorities**

* Demonstrate and live the Faerfield key behaviours and ways of working and contribute to the overall development and success of the organisation.
* Manage and coordinate the day-to-day work of the Project Support Coordinator and the Operations Support Coordinator.
* Facilitate delivery to clients (internal and external), candidates and participants, ensuring timeliness, quality assurance, customer service and relationship management requirements are maintained to the highest standard.
* Lead, control and coordinate all administrative activity for the executive search and executive interim practices, including (but not limited to):
	+ managing the end-to-end operational support delivery for all assignments, ensuring this is timely and of high quality;
	+ prioritising and managing personal workload and that of the team;
	+ ensuring that key assignment, candidate, client, financial and billing information is processed accurately and maintained up to date across all systems, including our CRM (Invenias), Sharepoint, Evertime and Master Vendor platforms;
	+ building and maintaining strong relationships with clients (internal and external), candidates, and suppliers;
	+ managing inbound communications from candidates, clients and third parties, (via telephone, e‑mail and Teams), redirecting as appropriate, taking and passing on correct information to deliver a positive experience to all;
	+ providing effective diary management, scheduling meetings, candidate registration, update and care calls, client calls and arranging, interviews (including arranging candidate references and feedback calls) as required on behalf of the consultants;
	+ processing candidate registrations, applications, compliance documentation and references ensuring compliance with our internal protocols, GDPR and UK legislation across our systems as required;
	+ managing the production, control, storage and distribution of all paperwork accompanying the executive search and executive interim processes, ensuring compliance with our internal protocols, GDPR and UK legislation across our systems as required;
	+ producing and managing interim contracts including documents and information required to enable the administration, finance, and billing teams to execute contract onboarding compliantly and smoothly for both clients and candidate;
	+ managing and maintaining all interim processes, supporting clients and candidates with queries and liaising with our third-party supplier Aristar to ensure accuracy at all times and enable the delivery of the monthly interim payroll on time;
	+ managing the production and sending of search invoices accurately and in a timely manner and supporting credit control;
	+ providing effective management, accurate control of and compliance with the various frameworks with which Faerfield collaborates, including reporting;
	+ ensuring the creation and placement of advertising across Faerfield’s platforms, social media and with external advertisers, including liaison with our external suppliers;
	+ assisting with business development, including the preparation of bids and pitches and arranging and coordinating client, candidate and business development events; and
	+ managing the collection of feedback information from candidates and clients and ensuring this is disseminated and acted upon to improve our processes.
* In consultation with the management team, develop and determine your own personal learning agenda in line with Faerfield’s aspiration to deliver high performance through continual learning and growth.
* Perform such other duties not specifically referred to above but reasonably requested of you from time to time.

**Attributes, skills, knowledge and experience**

Faerfield is a growing company with an emphasis on ensuring the best possible experience for clients, candidates, partners and third-party suppliers. Prior experience in a recruitment organisation is required for this position, further training and development in business operations will be provided.

We are primarily interested in your values, attitudes and behaviours and we want you to grow with us, developing and learning new skills to ensure consistent high standards and continuous improvement.

**Essential**

You will:

* have previous experience working in a recruitment organisation;
* have previous experience working with a CRM database;
* possess strong relationship building skills and be able to build rapport with people;
* have good communication skills, both written and oral with the ability to speak concisely and with confidence;
* have good financial and numerical ability;
* be highly organised, flexible and adaptable with the ability to recognise urgency and prioritise work appropriately.
* possess a commitment to maintaining high standards, producing quality work with a keen eye on attention to detail.
* be able to work at pace whilst also functioning effectively as part of a busy team.
* be self-motivated with possess high levels of initiative with a natural curiosity to constantly seek ways to improve.
* be collegiate in approach and willing to contribute to a positive culture and working environment which in turn supports high quality outcomes and success for our candidates and clients.
* have good working knowledge of MS Office applications.

**Desirable (but not essential)**

* Experience in supervising others.
* Experience of working within the public sector.