



## Job Guidelines

<b>Job Title</b>	<b>Business Services Executive</b>	<b>Reporting to</b>	<b>Finance &amp; Business Services Manager</b>
<b>Date</b>	<b>Jul-25</b>	<b>Location</b>	<b>Office Based</b>

## Job Role:

Are you a solution focused multi-tasker with excellent administration skills capable of working at pace and with accuracy who can learn new skills quickly and easily and are able to help and support our team?

If so, we are looking for a Business Services Executive to join our Business Services team, who provide a range of support which covers everything from events, finance, training, projects, facilities monitoring to IT, HR and all things in between.

Aberdeen & Grampian Chamber of Commerce wants a proactive and passionate individual to join us to support us with the next steps in our transformation.

The role offers an excellent opportunity to broaden your skills across the full spectrum of our business activities and gain unique experience within the North-east's thriving business community.

## Key Objectives:

- To provide business services to help us support our members and customers
- Follow relevant processes and procedures to deliver our objectives
- Support the Finance and Business Services Manager and colleagues
- Be passionate about customer service
- Help to develop, improve and streamline systems and processes
- Contribute to the development of the Chamber by suggesting ideas that improve customer service, internal communication and ways in which the organisation could work more effectively
- Such other tasks as might be appropriate, advised to you from time to time

The full range of services covered by the Business Services team is listed below. Although you will not be expected to be an expert in every area this is a cross functional team who are required to provide support for each other. A willingness to learn and a can-do attitude are essential for success in this role.



Finance and Business Services Manager			
<b>Finance</b>	<b>Membership &amp; CRM (RUBI)</b>	<b>Training &amp; Events Support</b>	<b>HR &amp; Projects</b>
month end preparation	look after Rubi and train staff	setup training timetable in RUBI	HR support
customer invoicing	issue membership letters & certificates	take bookings	staff training schedule
supplier invoices – processing and payment	liaise with finance for invoicing	liaise with and book trainers	Health and Safety
process credit card and expenses	support to commercial team	coordinate communications with delegates and trainers	work screen assessment
look after Rubi finance interface	update and maintenance of CRM system data	setup in person and virtual training	projects support as required
support finance & business services manager	Rubi reporting	print training materials	
ad hoc support to other teams including training	membership invoicing	attend and support at live events as required	
credit control			
<p><b>This is a cross functional team who will be able to help and cover for each other.</b>  <b>Here are some of the other duties covered by the team but this is not an exhaustive list</b></p>			
<p>Order stationery and other supplies, reception duties, liaise with IT and communications providers, arrange travel, deal with building and cleaning issues, vehicle checks and maintenance and any other general duties as required</p>			



### You must be:

- Passionate, motivated and with a can-do attitude, like the rest of our team
- Literate and numerate with strong Word, Excel and Outlook skills
- Organised and diligent with excellent attention to detail
- Able to remain cool, calm and collected under pressure
- A customer service champion for internal and external customers
- Confident dealing with people face to face, and by telephone
- Able to think on your feet and prioritise competing demands
- An excellent communicator with strong negotiation skills

### You'll feel at home if:

- You love dealing with people
- You thrive on variety and learning new skills
- You are a motivated self-starter
- You enjoy working collaboratively with colleagues to deliver collective success
- You can come up with creative solutions for everyday problems

### Why you should want to work with our team:

- 30 days leave, inclusive of public holidays rising to 35 after 5 years
- Cycle-to-work scheme
- Personal pension scheme
- Pension salary exchange
- Social activities – from a Christmas party to activity days
- Legal access scheme
- Life assurance cover
- Westfield Health medical insurance scheme
- Flexible working

### Mission statement and key aims:

***We're here for two simple reasons. To support businesses to be better today while helping create the economic conditions to enable the future success of our region.***

Aberdeen & Grampian Chamber of Commerce **exists to** create connections **so that** the economy of the north-east can prosper. We provide:

- **Research** to *connect* businesses with the answers to their problems
- **Trade documentation** to seamlessly *connect* goods to market
- **Bulletins** to *connect* our members with their audiences and news they need to know
- **Events** to *connect like-minded people* to do business
- **Training** to *connect* our business community with the skills they need to thrive
- **Lobbying** to *connect* business with the decision makers who matter



## Our Values:

- We are proactive in seeking the views of key stakeholders and acting as a strong collective voice for business
- We are visible and high profile in the business community
- We are regarded as thought leaders but with a reputation for doing rather than just talking
- We are fully engaged in shaping and influencing the key regional economic development and diversification agendas
- We seek to stimulate business, solve problems and open doors through collaboration with partners in mutually beneficial activities
- We aim to introduce pace by cutting through red tape and inertia
- We act as a critical friend
- We have our members at the heart of everything we do; creating a powerful and cohesive force, enabling us to achieve together what we could not individually

## Our Culture:

- We aim to be an organisation that the best people aspire to work for, operating in an inclusive, open and transparent way with a culture of continuous improvement
- We aim to provide the working environment and equipment that enables staff to enjoy and excel in their roles
- We are committed to the personal development of our people
- We operate a 'one team' ethos; working cross functionally to deliver our goals
- We are focused on the things that matter
- We operate as an extension to our members' teams
- We promote innovative and creative behaviours while remaining fanatical about the detail
- We work hard, have fun and celebrate success
- We think and act like winners