

## **Business Support Administrator**

Are you an experienced Administrator with a pro-active attitude? If so, Psychological Consultancy Limited (PCL) is looking for a Business Support professional to join our friendly Tunbridge Wells team. Working alongside the Office Manager you will provide a high level of administrative and organisational business support to our clients, training delegates and the PCL team.

Main duties and responsibilities:

### Training Coordination

- Overall responsibility for training administration.
- Sending pre- and post- course work to delegates.
- Compiling training materials to be couriered to training delegates.
- Organising with the training venue providers catering for delegates attending face to face workshops.
- Handling logistics of all in-house training courses.
- Maintaining records of trained users using PCL systems.
- Answering emails and calls relating to training enquiries and distributing where necessary.

### Customer Support/Admin

- Managing the admin and info emails and responding to client queries.
- Providing demonstrations of psychometric assessment portals to clients who will be using the systems.
- Technical assistance to clients who use psychometric assessment portals (HALO and MHS) and participants completing the assessments, i.e., forgotten passwords etc.
- Using online assessment platforms to set up and manage psychometric assessments.
- Supporting clients via telephone with queries, orders, and payments.
- Ensuring that internal process changes are updated in the Customer Support Manual.
- Providing administrative support to Psychologists, including:
  - providing support with Consultancy projects
  - general administrative support

### Marketing Support

- Assisting the Marketing Manager with marketing campaigns and event planning where necessary.
- Updating website documents, price lists and training calendar.
- Designing layouts for presentations and marketing materials.

What we will need from you:

- Experience in a similar administrative role.
- Sound understanding of Microsoft Office programmes, including Word, Excel and Outlook.
- Excellent interpersonal and verbal communication skills with the ability to communicate at all levels.
- Excellent organisational skills with a high degree of accuracy and eye for detail.
- Ability to multi-task, prioritise workload and work to own initiative.
- Very confident telephone manner and ability to engage with clients.
- Flexibility and adaptability to changing workloads.

Desirable:

- Comfortable dealing with video conference facilities, i.e., Zoom, Teams etc.
- Good IT skills and knowledge.
- A degree of creative flair.

Salary: £20,000 - £25,000 DOE

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