Commercial Operations Administrator

Responsible to

Head of Client Services

Department

Commercial

Location

hybrid, with three days per week in our Nottingham office and two days working from home, pro rata.

Job Description:

We are delighted to be hiring for a Commercial Operations Administrator to join a successful and growing team for a training provider that’s achieving great things whilst supporting a healthy work-life balance.

Buttercups Training works to support the provision of world class healthcare training provision in primary and secondary care, predominantly pharmacy services, throughout the UK. We do this by providing engaging e-learning packages via our online learning platform to ensure that learning is efficient and fun, whilst providing the tools required for a long and successful career for our learners.

The Commercial Operations Administrator will have a key role in the department, working across both the Client Services and Business Development teams to ensure that our department runs effectively to support customer requirements. Working closely with stakeholders across the department and the wider organisation, you will play a vital part in delivering efficient administration and effective communication.

You’ll be joining a fantastic team that thrives on collaboration and celebrates success together.   With a positive and supportive work environment, you’ll have all the resources and training you need to excel in your role.

What’s involved in this position?:

* Respond to client inquiries, including managing the departmental mailboxes and sending information and updates to our key clients and prospective customers.
* Support the wider team with managing existing and new customers, including meeting preparation and reporting
* Maintain accurate records, attendance, and associated tasks, keeping calendars and planners up to date
* Generate and distribute client reports as per agreements
* Build strong internal relationships across Buttercups Training
* Collaborate with internal stakeholders and assist the department as needed.

Person Specification

**What experience you’ll need**

* Self-motivated and approaches problem-solving proactively and creatively
* Strong organisational and time management skills and takes ownership of workload
* Maintains a consistently high level of accuracy and good attention to detail
* Communicates clearly and professionally, both verbally and in writing
* Displays proficiency in Microsoft Office packages, including Word, Excel, Outlook, and SharePoint
* Experience working with CRM systems
* Works effectively within a team and embraces collaboration
* Can establish and cultivate robust relationships with essential stakeholders
* Takes pride in the importance of the administrative role