

# BIT Solutions

*Premier support, individually tailored*

## Job Description: Executive & Operations Assistant

### Company Overview

BIT Solutions, founded in 2008, is in the process of establishing itself as a leading provider of cloud and on premise IT solutions throughout the South East of England. Having grown almost exclusively by word of mouth and recommendations we now support a diverse range of clients.

At the core of our business we design, install and maintain both on premise and cloud based IT solutions. We believe in being a true IT partner for our clients by providing IT strategies and solutions, using the latest technology, to solve the complex and demanding needs of modern business.

Our approach to the delivery of IT services and solutions is why we now look after a broad mixture of clients ranging from small five user companies to large enterprises, many of which are multimillion pound turnover businesses. To this day we are still committed to our founding philosophy of "Premier support, individually tailored".

The products and services we offer our clients can be split into the following five categories:

- Enterprise Cloud Solutions
- IT Consultancy Services
- Monthly Support Plans
- Managed Services
- Hardware & Software Supply

### The Position

The post holder will assist the Managing Director and General Manager with the day to day administration and operational needs of the business. This is an important position within the company as you will be directly supporting the senior management team. The post holder will, on a day to day basis, be critical to the smooth running of the business and supporting members of the management team with an array of tasks.

It is key that the post holder can combine good interpersonal skills, strong time management, attention to detail, be organised and be able to prioritisation a busy workload. As you will be supporting the management team you will at times have access to sensitive data, systems or knowledge. Therefore, the post holder must be trustworthy.

As the business and the position expands, the company will support the post holder by providing support, guidance and appropriate training.

### Responsible to

This role reports directly to the General Manager (Jon Tann) on a day to day basis.

## Duties and Areas of Responsibility

The duties and responsibilities of this position are varied and vast. Therefore, the examples below, which have been categorised, should be considered as a high-level overview. The primary areas of work will be "Monthly Processes", "Account Management", "Office & Facilities" and "Executive Support". The post holder will need to adapt and take on additional responsibilities in line with business needs.

With many of the duties and responsibilities below it will be a case of working in partnership with other employees within the business.

- **Monthly Processes**  
SPLA compliance reporting, expenses and overtime claims, invoicing mileage etc. to clients and financial month end activities (for example reviewing open quotes to be marked as won).
- **Management and development of internal systems**  
Service Desk, Sage integrations (GoCardless, Barclays), monitoring system and documentation platform. This will involve working with the relevant teams within the business. Introduction of new systems such as a CRM solution (e.g. Nimble), branding of systems and expansion when required.
- **Account Management**  
Acting as a point of contact for client enquires, managing work in progress for clients with other teams within the business, regular client visits to maintain a proactive relationship, software renewals, purchase orders, RMAs, quotations, ensuring documentation is maintained, managing service delivery (e.g. connectivity), lead follow up and satisfaction surveys.
- **Office & Facilities**  
Helping to manage our office facilities such as management of the cleaning contract and ordering supplies. Also, management of BIT Solutions assets such as mobile phones and laptops. Ensuring the day to day operation of our office runs smoothly.
- **Executive Support**  
Assisting the Managing Director and General Manager with their day to day workload and demands. For example arranging meetings, typing up meeting notes, assisting with correspondence and other duties as required.
- **HR**  
Holiday management, sickness recording, organisation of company social events, work experience management, assisting with employee schemes such as BUPA, updating company policies and maintenance of internal documents such as the staff handbook.
- **Marketing & Brand Management**  
Assisting with tasks such as web site updates, client success stories, social media, client gifts, client entertainment, stationery (business cards, proposal wallets, welcome pack, product brochures, pads, pens, etc.), work wear and advertising.

## Other

- Prepare documents, meeting materials and correspondence when required.
- Perform basic administrative support duties as required to meet specific operational objectives.
- Perform miscellaneous job-related duties as assigned by the Managing Director and General Manager.

- Work extra hours to meet deadlines, as required and where reasonable.
- Provide assistance as required to the Managing Director and General Manager.
- Ensure that a high level of customer service and support is provided at all times.
- Adhere to service management principles.

## **Special Requirements**

- Adhere to company protocol as laid out in the Company Handbook.
- Additional responsibilities as requested by the Managing Director and General Manager.

## **Statement**

*This job description is issued as a guideline to assist you in your duties, it is not exhaustive and we would be pleased to discuss any constructive comments you may have. Because of the evolving nature and changing demands of our business this job description may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the company.*