



Growth Hub Administrator

Salary: £27,000 - £30,000

Base: Peterborough

YTKO provides innovative, award-winning business and finance support for start-ups and for growth-ambitious SMEs in both the public and private sector. We have a long and distinguished track record of delivering tangible bottom line results for our clients and are proud of our heritage of absolute equality and diversity in our business base.

Our services are delivered through a blend of training workshops and peer2peer action learning cohorts (online and face to face), 1:1 business coaching, mentoring, e-learning, and commercial consultancy. We're now looking for an Administrator to support all aspects of our Cambridge and Peterborough Growth Hub team, part of our exciting new Growth Works service.

Due to the significance of this role, the successful applicant will be based mostly in Peterborough with one or two days working from home with occasional visits to our office in Cambridge (for which travel expenses would be paid).

Main Responsibilities:

You will have a range of responsibilities and sit at the heart of the Growth Hub team, doing whatever it takes to further the success of the programmes, and deliver agreed contractual activity and outputs on time and on budget.

You will be the friendly, professional first point of contact for all inbound and outbound telephone and email enquiries and will be responsible for effectively signposting clients to the relevant help and support available.

You will be required to provide administrative and analytical support to the team. This will include managing and updating client and company information on our CRM platform, preparing and sending weekly reports and providing administrative support to the Team Manager.

You will be required to deliver an excellent level of service to clients at all times, including providing information to new and existing clients on relevant new programmes and grants.

You'll be involved with all aspects of running online and face to face courses for business owners and start-up businesses and providing support to members of the team as required.

You'll also be required to assist on our Peer2Peer programme as and when required, telephoning prospective participants and updating our online tracker.

What sort of person are we looking for?

You'll be an enthusiastic, outgoing, cheerful kind of person who thrives in our fast-paced environment, with demonstrable skills to empower and support the team to excel in their work. You'll really enjoy being part of a cohesive, focused team and be driven by achieving high quality results.

You'll have the desire and ability to work effectively and consistently at rapid pace, and steady and reliable under pressure. You'll be enthusiastic, highly motivated, confident and articulate, and have a great eye for detail particularly when working on the CRM system and collating evidence.

Personal and cultural fit, and future potential, are every bit as important as your track record. You'll want to work in an organisation that prides itself on diversity, inclusivity, innovation and impact, and be looking to develop your career with us over the long term.

Excellent written and oral English and strong IT skills are a must.

Interested? Complete our Application and Equal Opportunities form using the Apply Online button. There is no closing date, we will interview and make appointments as soon as we find excellent candidates.

The YTKO Group is an equal opportunity employer, and positively welcomes applications from all candidates fulfilling the job requirements, regardless of race, age, gender, sexual orientation, religion or disability.