

Role: Business Support Coordinator

Reports to: Head of Corporate Sales

Location: Scottish Event Campus, Glasgow – On-site role

Role Summary

At the heart of the Business Events team, you'll work across all markets to keep the sales function running at pace - bringing a can-do attitude, sharp attention to detail and a passion for making things happen. In a collaborative team culture, you'll provide proactive administrative and operational support that keeps sales activity organised, client communication flowing and logistics on track, helping the team deliver exceptional service and achieve revenue targets.

Key Responsibilities

Sales & Client Support

- Coordinate client site visits on behalf of the Sales Managers taking responsibility for all internal communications and logistics.
- Provide comprehensive admin support to the sales team including meeting coordination, travel and accommodation bookings.
- First point of contact for incoming calls, providing a professional front-facing service.
- Manage stock of client gifts and proactively coordinate distribution and delivery.
- Coordinate requirements for client hospitality.

Data, CRM & Reporting

- Support with CRM database management to ensure all information is up-to-date, consistent and complete.
- Generate and distribute CRM reports to support sales activity and performance tracking.
- Manage data entry tasks, including updating customer records, inputting sales activities, financial information and recording relevant interactions.

General Administration & Process Support

- Provide general administrative support to ensure smooth day-to-day sales operations.
- Administer post event Client Survey.
- Manage efficient digital and physical filing systems for the team.
- File and process expenses for all team members in a timely and accurate manner.
- Manage purchase orders (POs) for the sales team, ensuring compliance with internal processes.

Required Skills and Key Competencies

- Excellent communication and interpersonal skills.
- Strong organisational and time management abilities.
- Ability to manage multiple tasks and work under pressure.
- Manage complex and highly confidential information ensuring a high level of accuracy and attention to detail.
- Proactive, team orientated and driven by results.
- Excellent Microsoft Office skills (Word, Excel, Outlook, PowerPoint).

- Confident adopter of new technologies.

Required Experience

- Previous administrative experience, ideally in a sales, events, or hospitality environment.
- Experience supporting a busy team with competing priorities.
- Experience with CRM or booking systems (desirable).