



WORK WITH US

Job Description:

Help to Grow: Management Alumni & Business Operations Officer

JOB DESCRIPTION

Job Title: Help to Grow: Management Alumni & Business Operations Officer

Contract: Full-time FTC 35 hours per week up to 31 March 2026 (hybrid working available, London-based)

Salary: £37,670 - £45,205 per annum, subject to experience

Reports to: Head of Alumni Events & Business Operations

About Chartered Association of Business Schools (Chartered ABS)

Chartered ABS is the representative body for the UK's business school sector. Our award-winning team support our world-class business schools through lobbying, conferences, events, research, and national programmes such as the Help to Grow: Management Course. We are passionate about delivering a programme with a purpose. As the Relationship and Partnership Manager, you will play a critical role in making the UK-wide Help to Grow: Management programme a success.

What is the Help to Grow: Management Course?

The Help to Grow: Management Course is a nationwide leadership course created to help small business leaders boost their leadership skills and the performance of their business. It consists of 12 modules, 1-to-1 mentoring and a peer network. The course is delivered by more than 60 business schools across the UK who are members of the Chartered Association of Business Schools (Chartered ABS) and have been accredited with the Small Business Charter.

The programme is promoted through a wide range of marketing activity which is delivered by the Chartered ABS Help to Grow: Management Demand Generation team and the business schools' marketing teams. Small business leaders completing the course become members of the Help to Grow: Management Alumni Network, a network which will extend beyond the life of government funding for the course to become a continued source of support and growth for thousands of small business leaders. Over 10,000 business leaders have already enrolled on the course; this number grows by the week.

Purpose of the Post

The Alumni & Business Operations Officer is a dual-faceted role. Firstly, it will support the Head of Alumni Events and the wider team in delivering across all aspects of the Help to Grow: Management Alumni Programme. They will be responsible for supporting our delivery partners (SBC accredited business schools) in their ongoing support of alumni and keeping up-to-date records relating to alumni activity. Secondly, it will support the Head of Operation in the IT and office management function for the full organisation.

The postholder will help ensure we comply with strict DBT and UK GDPR guidelines. They will also provide day-to-day administrative support to the team around events and content delivery. The ideal candidate will have a history of strong administrative skills and have significant experience in dealing with multiple stakeholders, project management, and excellent knowledge of Microsoft 365.

Principal Job Functions and Main Tasks

Alumni Officer (60%):

- Design, implement and optimise administrative systems, workflows, and SOPs; lead process improvement initiatives that measurably increase efficiency and reduce risk.
- Governance and compliance ownership: prepare board papers, support executive meetings, maintain statutory records, and ensure regulatory and audit readiness.
- Financial controls and procurement and forecasting: oversee invoicing, supplier management, budget reconciliation, and contribute to annual budgeting and forecasting with the Head of Alumni Events.
- Project leadership: plan and deliver cross-departmental projects with clear milestones, risk registers, and stakeholder reporting.
- Complex stakeholder management: act as primary liaison with senior leaders and external partners; represent the organisation in high-level meetings.
- Data and reporting: produce executive dashboards, KPIs, and management reports; ensure data integrity and confidentiality.
- Cover executive functions when required, including diary management, briefing notes, and confidential correspondence.
- Process improvements for the business school events, overseeing application process of 60+ schools and all this entails including CRM data

Business Operations Officer (40%):

- Coordinate facilities tasks including office access, equipment, visitor logs, and supplies
- Manage office stock levels and oversee fruit, consumables, and equipment replacement
- Support Health & Safety administration and compliance processes
- Arrange accommodation and travel bookings for staff as required
- Support internal meeting and event logistics
- Assist with external bookings for the events floor

Key Experience, Skills and Abilities

Experience	Essential	Desirable
Minimum 3 years' experience supporting senior leaders or senior-level administration	Essential	
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Experience in events delivery or events administration	Essential	
Experience working in a fast-paced, multi-stakeholder environment	Essential	
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Demonstrable ability to improve processes and support cross-functional initiatives	Essential	
Experience coordinating with external partners and stakeholders	Essential	
Experience in higher education or non-profit	Essential	
Experience working with CRM systems (e.g., Salesforce, Dynamics)	Essential	
Proofreading skills		Desirable
Exposure to contracting and working with legal teams		Desirable
Significant events industry experience		Desirable

Skills and Abilities	Essential	Desirable
Outstanding written and verbal communication skills	Essential	
Excellent attention to detail; ability to cross-check documentation and ensure accuracy	Essential	
Highly organised with strong time-management skills; able to prioritise across multiple workstreams	Essential	
Excellent interpersonal skills and ability to work confidently with senior stakeholders	Essential	
Proficiency in Microsoft Word, PowerPoint, Excel, and general digital tools	Essential	
Ability to produce, format, and proof documents and presentations	Essential	
Skilled at scheduling, agendas, minutes, and follow-up	Essential	
Strong project coordination capability and multi-tasking ability	Essential	
Commercial awareness and ability to work within budget processes	Essential	
Self-starter with a positive, can-do attitude and ability to work independently	Essential	
Collaborative team player who contributes positively to team culture	Essential	
Understanding of Health & Safety procedures		Desirable
Experience creating and delivering presentations		Desirable
Experience working with event management platforms or digital learning environments		Desirable

Our Values

At Chartered ABS we offer flexible working and a friendly, performance driven and collegiate environment. You will be expected to be in the office near Cannon Street a minimum of 2 days per week and as per the hybrid working requirements for this post. Our values are very important to us at the Chartered ABS, guiding how we work with each other every day.



How to Apply

Please apply with your CV & Cover letter addressed to people@charteredabs.org

Application deadline: 14 January 2026, 12:00 PM

Chartered ABS is an Equal Opportunities Employer

January 2026