

## Administration Assistant & Programme Coordinator

**Location:** North Kensington, London

**Contract Type:** Full-time (35 hours/week), office-based. Occasional evening or additional hours may be required to support events.

**Salary:** £28,000 - £34,000 per annum (dependent on experience)

**Reports To:** Chief Executive Officer

**Application Deadline:** 5pm, 8th August 2025

### About Us

**Portobello Business Centre (PBC)** is a thriving not-for-profit organisation with over 30 years of experience supporting entrepreneurs and small businesses across London. We work closely with a range of partners to deliver impactful support that helps people turn their business ideas into reality.

Our experienced business advisers offer both funded and paid-for services, making our support accessible to entrepreneurs at all stages of their journey. We deliver business development programmes, interactive workshops and tailored support services - including marketing, strategic planning and startup consultancy - as well as networking opportunities designed to empower entrepreneurs from all walks of life.

Over the years, we've proudly supported a wide variety of businesses - including well-known names like **Karen Millen, Charlie Bigham and Innocent Drinks** - helping them on their journeys from idea to impact.

We are a small, friendly team with a start-up mentality, where everyone contributes ideas, supports one another and chips in to get things done. We're currently seeking a proactive, highly organised **Administration Assistant & Programme Coordinator** to join our purpose-driven team. This is a key role combining day-to-day administrative excellence with responsibility for managing data and reporting across our business support programmes.

We operate with the pace, ambition and adaptability of a small business, with a hands-on, can-do attitude that reflects the entrepreneurial clients we support.

### A Unique Working Environment

Based in the newly refurbished Morley College North Kensington Centre for Skills, our headquarters are more than just an office - they're a hub of energy, creativity and entrepreneurial spirit. Nestled between Portobello and Golborne Roads, this

Portobello Business Centre, Morley College, Wornington Road, London W10 5QQ

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vibrant space places you in the heart of one of London's most dynamic communities.

## **Who We're Looking For**

This is an exciting opportunity for someone looking to take full ownership of administrative operations and data reporting in a fast-paced and impactful environment. You'll need strong Excel skills, the ability to use a modern CRM system, great attention to detail and the confidence to liaise with colleagues, clients and external stakeholders.

You'll play a vital part in keeping our programmes running smoothly, ensuring our advisers and clients have the support and information they need to succeed.

## **Key Responsibilities**

### **Client Support & Administration**

- Deliver excellent front-line support to clients in person, by phone and via email.
- Manage client bookings, correspondence and document flow for business advisers.
- Maintain internal documentation (e.g. staff handbook), oversee SharePoint organisation and coordinate office supplies, supplier contracts and renewals.
- Liaise with accountants to ensure timely submission of receipts and invoices.
- Assist with finance-related queries and processing tasks.
- Support the preparation and distribution of materials for events, workshops and webinars.
- Provide additional administrative support as required by the CEO.

### **Data Management & Reporting**

- Take full ownership of maintaining accurate, up-to-date client records in our CRM.
- Manage and update complex spreadsheets for sponsored, government and council-funded programmes using data provided by business advisers.
- Ensure accurate and timely submission of reporting spreadsheets to oversight bodies.
- Monitor data quality, identify and follow up on gaps and ensure audit readiness.
- Maintain organised documentation and evidence in line with funder and auditing requirements.

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**Collaboration & Communication**

- Collaborate effectively with colleagues to support seamless service delivery.
- Act as a liaison between clients, partners and internal teams, ensuring clear and timely communication.

**Event & Programme Coordination**

- Support the planning and delivery of key events such as business forums and networking sessions.
- Provide logistical and administrative support for workshops, webinars and training activities.

**Essential Requirements**

- Minimum of three consecutive years in a client-facing, office-based administrative role, demonstrating strong organisational skills, consistent reliability and the ability to manage multiple administrative processes independently.
- Proven ability to work proactively within a team - identifying what needs doing, taking initiative and putting yourself forward to complete tasks without needing direction.
- Proficiency in Microsoft Excel (intermediate level minimum), including confident use of basic formulas (SUM, AVERAGE, COUNT), cell formatting, basic chart creation and data sorting and filtering.
- High level of proficiency in Microsoft Word, including formatting professional documents, creating templates, working with tables and styles, and preparing polished materials for both internal and external use.
- Experience with Microsoft PowerPoint, including the ability to tidy up and format existing slides so they align with the company's preferred style and layout standards.
- Experience working with CRM systems, including entering and updating client data, uploading and retrieving documents and confidently navigating the system to support team operations and reporting.
- Excellent organisational skills with the ability to manage competing priorities and meet tight deadlines.
- Meticulous attention to detail and a commitment to accuracy in data handling and reporting.
- Strong verbal and written communication skills.
- Professionalism, discretion and the ability to handle sensitive information with confidentiality.
- Self-motivated and collaborative, with a positive, solution-focused mindset.
- Willingness to learn and grow in marketing, communications and programme coordination.

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## Desirable Experience

- Experience supporting business or community-focused events.
- Familiarity with reporting procedures for council or government-funded programmes.

## Why Join Us?

- **Make a Real Difference:** Help support businesses and entrepreneurs across London.
- **A Supportive Team:** Join a friendly, inclusive and mission-driven organisation.
- **Room to Grow:** Build your skills in programme coordination, data reporting, marketing and more.
- **Be Inspired:** Work in an energising space where creativity and commerce meet.
- Structured onboarding and training to get you up to speed on our systems and programme requirements.

## How to Apply

Please submit your CV (maximum two pages) along with a brief cover note outlining your interest in the role and how you meet the essential requirements.

Application deadline: 5pm, 8th August 2025.

## Interview Process

Shortlisted candidates will be invited to a 2-stage interview process:

- **Stage 1:** A 30-minute Excel-based test will be issued prior to the interview to assess your practical skills. It will cover:
  - Basic formulas (SUM, AVERAGE, COUNT)
  - Cell formatting
  - Basic chart creation
  - Data sorting and filtering
  - Only candidates who pass the Excel test will be invited to a face-to-face interview.
- **Stage 2:** Two interviews with members of the team to explore your experience and fit for the role.

Applicants must have the right to work in the UK.

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