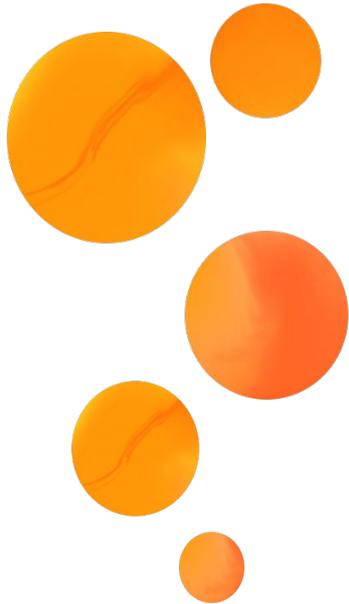




# Business Support Manager

Job Spec



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**Company:** Nebula Consulting

**Website:** [www.nebulaconsulting.co.uk](http://www.nebulaconsulting.co.uk)

**Job Title:** Business Support Manager

**Salary:** Competitive, depending on experience

**Start Date:** ASAP

**Contact:** [careers@nebulaconsulting.co.uk](mailto:careers@nebulaconsulting.co.uk)

# About Nebula Consulting



We are a fast growing technology consultancy business focused on CRM (Customer Relationship Management) and Marketing Automation.

Based in London with a global client base, Nebula specialises in Salesforce products with key focuses on [Sales Cloud](#), [Pardot](#), [Communities \(Experience Cloud\)](#) and [CPO \(Revenue Cloud\)](#).

Over the past few years we have helped hundreds of companies improve their sales and marketing and, as a result, we have built a very strong reputation with our customers. But don't just take our word for it, [here is what our customers have to say](#).

We value learning and development highly and provide our people with opportunities for knowledge sharing, personal development and training. This includes regular company-wide learning sessions, access to online training materials and the opportunity to attend industry events and training courses.

# Role summary



## Business Support Manager

This is an exciting and diverse role to support Nebula's business operations through effective management of internal and external processes. This includes supporting internal operations, such as employee engagement, office management, event management, and managing supplier relationships.

We are looking for a bright self-starter, who is keen to have a positive impact on how our business is run. This person should have excellent time management skills, technical literacy and be process-driven. We foster a strong, collaborative community amongst our employees and are looking for someone who can fit into our team.

# Key responsibilities and accountabilities

## Operational Support

- ❖ Manage / develop the London office so that it is a welcoming, rewarding and productive place to work
- ❖ Plan & organise company meetings and get togethers
- ❖ Plan, organise and help deliver Nebula's annual away days 'NebFest'
- ❖ Book travel and accommodation for employees who are travelling to customer offices or the Nebula office
- ❖ Purchasing of team equipment
- ❖ Assist our L&D lead with training administration
- ❖ Maintain company records, equipment logs etc
- ❖ Provide onboarding support to new starters
- ❖ Assist with security procedures and technical support
- ❖ Proofreading company and client documentation
- ❖ Assisting with the ongoing development of company templates and presentations

# Responsibilities continued..

## Employee Engagement

- ❖ Organising company social events and team building activities
- ❖ Coordinate bite size sessions by managing the schedule, recording the sessions and sharing the output following the meeting
- ❖ Updating and maintaining company internal wiki
- ❖ Coordinating [Pledge1%](#) program

# Skills / Experience Required



- ❖ Initiative and the ability to work autonomously with minimal supervision
- ❖ Pro-active with the ability to work independently and part of a team
- ❖ Strong Project management skills
- ❖ Ability to see the big picture as well as finer details
- ❖ A passion for people and processes
- ❖ Ability to work flexibly with strong, systematic organised approach to work
- ❖ Professional and quality conscious with a strong attention to detail
- ❖ Excellent communication and interpersonal skills, for dealing with many types of people at all levels in a direct, diplomatic way and able to manage expectations internally and externally
- ❖ Proficient in business planning processes and software
- ❖ Problem solving capability - able to adapt and react quickly to the ever changing environment
- ❖ Up to date IT systems knowledge, technical literacy and an understanding of emerging technologies.
- ❖ Willingness to develop, learn and progress within your career

# Nebula's Values



## Trust

Our customers trust us to deliver the right solution for them, in their best interests and no-one else's.

We are a "trusted advisor" to our customers and act as an extension of their team.



## Empowerment

We believe that our customers should be empowered to control their own systems and our solutions are designed with this in mind.

Ultimately, our customers' success is our success and this is at the heart of all our work.



## Flexibility

Each customer is unique and we appreciate the need for detailed understanding of a business to deliver a tailored, best-fit solution.

We work closely with customers to ensure agile, stable and successful outcomes.



## Collaboration

An open and transparent, two-way relationship with our customers is key to success.

Working side-by-side with our customers, we ensure efficient solutions, maximum adoption and value for investment.

# Offer & Benefits

## Part-time Permanent

- ❖ Working hours: Monday - TBA
- ❖ Fully funded comprehensive Private Health Policy, with additional health and wellbeing rewards and benefits (after 3 month probation period)
- ❖ Workplace Pension scheme
- ❖ Employee referral scheme
- ❖ 2 Volunteering days per year
- ❖ 25 days paid holiday per year, in addition to public bank holidays
- ❖ Flexible working environment
- ❖ Strong culture of personal development
- ❖ Prestigious central London office with nearby tube and rail links
- ❖ Flexible travel policy using most convenient and economical method of travel
- ❖ Regular social activities organised and subsidised throughout the year
- ❖ Strong culture and focus on Employee wellbeing

# Hear it from our employees

Amazing team feel - we all pull together, and help each other when needed. Everyone is trusted to do their work... There's a varied workload, allowing me to use skills I already have, whilst being exposed to things I've never done before.

Great place to practice (and learn more) with a fun team, supportive managers and flexible working conditions.

Overall, a great environment to work in. Little hierarchy and colleagues respect each other. Great team spirit.

...it is not all about the bottom line and more about experience of the customer/employee.

I like the colleagues I work with and the environment that's been created for us.

I really enjoy the fact that employees are trusted to do their work well and that the directors are open and approachable.