

## DESCRIPTION FOR CANDIDATES

<b>Title:</b>	2 x Office Administrator & Personal Assistant
<b>Salary:</b>	£16,640 - £18,500 (pro rata) <i>Negotiable for those who can demonstrate considerable experience</i>
<b>Location:</b>	Loughborough
<b>Hours of Work:</b>	45 hours/week ( <i>variable &amp; flexible; availability to work outside normal office hours is essential</i> )
<b>Start Date:</b>	End July - Early August 2019
<b>Duration:</b>	Permanent
<b>Responsible to:</b>	CEO: Martin MacDonald <i>Head of Nutrition: Sarah Duffield</i>

**SUMMARY OF POSITION**

---

The Mac-Nutrition Collective is a syndicate of companies working to promote and further true evidence-based nutrition, through education, mentoring and consultancy. It consists of Mac-Nutrition ([www.Mac-Nutrition.com](http://www.Mac-Nutrition.com)), the MNU Certification ([www.Mac-NutritionUni.com](http://www.Mac-NutritionUni.com)) and the Mac-Nutrition Mentoring Lab ([www.Mac-NutritionMentoringLab.com](http://www.Mac-NutritionMentoringLab.com)). The role is designed to give a hard-working administrator/PA a supported and structured role as part of The Mac-Nutrition Collective and it's continued and exciting growth in 2019-2020.

The Office Administrator & Personal Assistant role is an exciting opportunity to join a young, vibrant and world-renowned company in the field of nutrition and nutrition education. Be part of a unique and developing core team in a fast moving and ever-adapting environment.

This is a vital position where accurate, professional and timely customer service must be delivered to our customers via e-mail, telephone, live chat and social media. You will be required to use vast communication skills and flexible problem-solving skills to assist customers across a wide variety of enquiries in a positive manner. In addition, part of the role will involve all personal assistant duties to the CEO, Martin MacDonald.

---

## KEY OPPORTUNITIES, ACTIVITIES AND DUTIES

---

- Diary management, organising travel arrangements, taking and circulating meeting minutes, and all other PA duties (including, but not limited to, basic housekeeping, running personal & professional errands, organising personal tasks)
- Providing excellent customer service to enquiries from the public, our clients and students, prospective clients and students, the media and other businesses via a range of communication channels (e-mail, telephone, live chat and social media)
- Maintaining student and customer records within our database; processing customer bookings, orders and payments; running student and customer audits; filing and all other basic office duties
- Basic events management support including, but not limited to; researching and purchasing event merchandise; processing & recording event bookings/orders; researching and liaising with event venues; attending and actively participating in The Mac-Nutrition Collective talks, conferences and events
- Basic finance management support including, but not limited to; petty cash management; recording/processing invoices and expenses; processing quarterly payment audits
- Playing an active part in keeping The Mac-Nutrition Collective websites and social media platforms up-to-date including, but not limited to, fielding MNU student questions and queries
- Assisting in the day-to-day running of Mac-Nutrition, MNU and the Mac-Nutrition Mentoring Lab, and making significant contribution to The Mac-Nutrition Collective's large on-going projects
- Any other duties as may be requested

## PERSON SPECIFICATION

### QUALIFICATIONS AND EXPERIENCE

---

#### Essential

- GCSE English Literature and Language (Grade B or above)
- GCSE Maths (Grade B or above)
- Experience within a service-based industry, administration, personal assistant or customer service role

**Desirable**

- Is well versed with Martin MacDonald and The Mac-Nutrition Collective  
e.g. has been to one of our events/1-day workshops; has followed our social media for many years; understands our mission statement
- BSc in a relevant area (2:1 or above)
- Any nutrition, health and fitness related courses

**ESSENTIAL SKILLS AND ABILITIES**

---

**Essential**

- Computer proficiency with IT systems, MS Office, Web Browsers and Mac Mail/Gmail
- Excellent typing skills and phone manner
- Excellent attention to detail
- Demonstrates clear, effective and professional communications including good comprehension and composition skills with an ability to understand issues and compose grammatically correct, concise and accurate written responses
- Demonstrates conflict resolution and negotiating skills to determine customer needs and provide appropriate solutions for customer satisfaction
- Ability to work under pressure
- Ability to prioritise own workload, and balance conflicting demands and tight deadlines; ability to work with a sense of urgency and adaptability in response to changing business needs
- Good problem solving and decision-making skills
- Ability to communicate fluently, in English both verbally and in written form

**Desirable**

- Proficient in the use of social media
- Some marketing experience e.g. social media marketing, Facebook advertising and/or copywriting

## PERSONAL DISPOSITION

---

- Availability/willingness to observe and support various activities and projects within The Mac-Nutrition Collective at short notice
- Displays an energetic, positive, helpful, 'above and beyond' attitude
- Willing to support others in the pursuit of business goals
- Personal integrity and the ability to invoke trust & respect from others
- Has a demonstrable personal interest in sport, health and or fitness

## MISCELLANEOUS

## PROBATION

---

- The first 3 months of this appointment will be regarded as a probationary period

## APPLICATIONS

Please complete the application form by following [this link](#)

**Deadline for applications: Sunday 23<sup>rd</sup> June 2019**

**Interviews: 10<sup>th</sup> July - 17<sup>th</sup> July**