

JOB DESCRIPTION

TITLE: BUSINESS SUPPORT OFFICER

REPORTS TO:

The Business Support Officer reports to Head of Business Development

SUMMARY:

This role provides operational and administrative support to the Business Development team, with a particular focus on the coordination of Richmond's Short Term Study Programmes (STSPs). The Business Support Officer plays a key role in:

- Coordinating the day-to-day operational delivery of the University's Short term study programmes, one of the role's most important areas of responsibility.
- Providing coordination support for content relating to China market engagement, under the direction of the Head of Business Development.
- Providing bilingual (Mandarin/English) support for events, meetings, and official engagements as requested.
- Coordinating the timely publication of articles, newsletter updates, and social media content highlighting collaborative provision and partnership-related activities.

This role requires strong administrative and coordination skills, attention to detail, and the ability to support multiple work streams across the Business Development function.

MAIN DUTIES:

The Business Support Officer's main duties are to:

STSPs - Operations

- Coordinate the operational planning and delivery of Richmond's STSPs, including scheduling, logistics, and on-the-ground support.
- Act as a day-to-day point of contact for STSP participants, liaising with internal departments (e.g. Facilities & Estates, Student Affairs and IT) and external suppliers.
- Support the administration of STSP applications, bookings, and participant communications.
- Assist with the preparation of budgets, invoices, and operational reports relating to the STSP.
- Support the post-programme evaluation process, helping to compile feedback and operational notes for future planning.

Support for China Market Engagement

- Provide coordination support for content relating to Richmond's China market engagement on social media platforms, under the direction of the Head of Business Development.
- Assist with the timely posting and administration of approved content on relevant platforms, in line with the University's communications guidance.
- Help gather and organise materials (e.g. photos, updates from events, partner activity) to support China-related content.

- Support the administration of communications with China-based partners and stakeholders as directed.

Bilingual and Event Support

- Provide bilingual (Mandarin/English) support for events, meetings, and official engagements as requested, including activities organised by other University departments.
- Assist with interpretation, translation, and administrative support during visits, delegations, and partner meetings.
- Support the coordination of logistics for meetings and events involving Mandarin-speaking stakeholders.

Communications and Reporting Support

- Coordinate the timely publication of articles, newsletter updates, and social media content highlighting collaborative provision and partnership-related activities.
- Work with colleagues to ensure achievements and good practice are captured and shared in a timely way, in line with approved messaging and University guidance.
- Maintain a record of published content and support tracking of related engagement activity.
- Support the preparation of internal updates and reports on partnership-related activity for the Head of Business Development.

General Business Support

- Provide administrative and coordination support to the Business Development team as required.
- Maintain accurate records, files, and correspondence relating to Business Development activities.
- Undertake other duties reasonably related to the role, as directed by the Head of Business Development.

SPECIAL NOTE:

The role holder may be required to support the delivery of events, which may fall outside of core working hours i.e. evenings and weekends.

A Basic DBS check is required.

LOCATION:

The Business Support Officer will be based at the University's Chiswick Park Campus.

GENERAL:

The above responsibilities are subject to change at the discretion of the Head of Business Development and shall include other responsibilities as the Head of Business Development may from time-to-time assign. The Head of Business Development may also, at their discretion, reassign some of the above responsibilities. The Head of Business Development will work with the Business Support Officer to co-ordinate work and resolve problems and will evaluate the Business Support Officer's performance.

PERSON SPECIFICATION

ESSENTIAL:

- Fluent in English and Mandarin Chinese.
- Experience in an administrative, coordination, or business support role.
- Strong organisational skills, with the ability to manage multiple work streams and meet deadlines.
- Experience supporting the delivery of events or programmes (e.g. STSPs, conferences, visits).
- Good written communication skills in both English and Mandarin, with attention to detail.
- Ability to work collaboratively with colleagues across departments and with external stakeholders.
- Proficiency in standard office software (e.g. Microsoft Office / Google Workspace) and familiarity with content publishing platforms (e.g. LinkedIn, newsletter tools).

DESIRABLE:

- Experience working in a higher education or international education setting.
- Experience providing bilingual or interpretation support in a professional context.
- A degree or equivalent professional qualification.