

WE ARE RECRUITING

STEP 1

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STEP 2

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STEP 3

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Business Meeting

CONTACT US



03333 406 312



www.otium-conciierge.com



hello@otium-conciierge.com

WE ARE RECRUITING

RECRUITMENT PACK

We are recruiting!

It's an exciting time for us here at Otium Concierge as we expand our team. This recruitment pack contains all the information you need about the role and our company.

On the following pages you'll find information on:

- **Who We Are**
- **Job Description**
- **Person Specification**
- **The Benefits & Support Available**
- **How To Apply**

WHO WE ARE

We are Otium Concierge, a Lifestyle Concierge and Business Concierge service serving clients in the UK and Beyond. We don't just focus on the luxurious elements of concierge services, we also help with the time-consuming practical elements of day-to-day tasks.

HOW WE STARTED

Otium Concierge was formed in 2017, by Managing Director Katie Moss. Katie's background was in Private Banking, where she built a wealth of knowledge and a black book of contacts who she utilises to provide her clients with the best services.

WHO WE ARE

WHERE ARE WE

We are based right next door to the Celtic Manor, in Newport and our offices have free parking.

OUR GOAL

Our goal is to continue to grow our business by 20% each year. We want our staff to be empowered and have responsibility for managing their own clients and give them exceptional service.

Our clients are at the heart of our business, we live in a World where client service has become less and less of an importance, so we want to ensure that our clients feel completely satisfied and trust that we will do what we say we will do.

WHO WE ARE

WHY WE NEED YOU

We are recruiting a Business Assistant to manage our business concierge / VA clients, this will allow Otium Concierge to have much more time for business growth and to improve our service. We want to always be the best.

OUR VALUES

Our business values are;

- Respect**
- Integrity**
- Client Service**
- Teamwork**
- Excellence**
- Accountability**



ABOUT YOU

BUSINESS ASSISTANT

JOB DESCRIPTION

Job Title:	Business Assistant
Reports to:	Katie Moss
Location:	Wesley Clover Innovation Centre NP18 2YB
Contract type:	Permanent
Hours:	9-5pm Monday to Friday (excl Bank Holiday - part-time applicants are also encouraged.)

SALARY

£23,500 basic pro rata

Uncapped Commission of 20% of annual income for new clients, excluding on-demand which is 10%.

ABOUT YOU

BUSINESS ASSISTANT

JOB DESCRIPTION

You will be working with our Business clients in offering expert services to their businesses, under our Business Concierge services.

This will include reactively efficiently dealing with inbound business requests, as well as doing the routine tasks that are our responsibility. It is imperative to be proactive, and efficient and communicate well with our business clients, so they never feel the need to chase us.

Our clients have high expectations, and your role will be to exceed this every time. Part of this role will include marketing, through mailchimp, canva, and social media channels, as well as finance which will include bookkeeping, invoicing, and credit control.



BUSINESS ASSISTANT

MAIN RESPONSIBILITIES

- **To manage and support clients by undertaking their requests and providing them with exceptional client service by being proactive, and efficient and always keeping clients updated.**
- **To take full responsibility for all requests.**
- **To complete administrative duties such as; contracts, letter writing, invoicing, form filling, diary management, personal shopping and other admin or organisational duties.**
- **To build a strong relationship with clients where you understand their interests, needs, and demands and always give a pro-active service.**
- **To undertake sales and marketing duties for Otium and clients.**
- **To complete bookkeeping, invoicing and credit control.**
- **To be confident using the phone to contact clients, suppliers, prospects, and introducers.**
- **To research, create, and manage databases and task queues.**
- **Liaising with clients, prospects, contractors, suppliers, and your colleagues.**
- **Any other duties required to support the Directors or the Lifestyle Assistant(s) with their day-to-day workload.**
- **To have excellent written English skills.**
- **To establish new relationships with suppliers across all areas.**
- **To research, create and manage databases and task queues.**
- **Create, build, and maintain a sales pipeline and secure new business by networking, cold outreach and social media.**
- **To keep up to date with new technology platforms that will help our clients and us to be more efficient.**

PERSON SPECIFICATION

ESSENTIAL REQUIRMENTS

We are looking for a charismatic individual who is upbeat and is extremely organised, proactive, and efficient. We want a team player, but also someone who is totally confident to work alone. You will also have the ability and knowledge to support our lifestyle clients when times are busy and the wider team need support.

- We would love to have someone who would enjoy networking, sales and enjoys making great professional relationships with clients.
- Ability to work independently as well as part of a team with tact and diplomacy.
- Ability to find a solution and have an approach to always think outside the box to meet our client's expectations.
- Collaborative and works well as part of a team.
- Confident to work alone.
- Ability to exercise discretion and confidentiality with highly sensitive company and client information.
- Exceptionally organised.
- To be hot on attention to detail.
- To have a creative eye.
- Ability to make well-informed decisions based on all available relevant information.

PERSON SPECIFICATION

ESSENTIAL REQUIRMENTS CONTINUED...

- **Excellent interpersonal and communication skills with the ability to build good relationships with a range of stakeholders.**
- **Excellent planning and time management skills with a proactive approach, spotting and resolving potential issues before they arise.**
- **Good written communication skills with strong attention to detail.**
- **Advanced IT skills in Microsoft Outlook, Word, and PowerPoint, with good experience in using other software, including Excel.**
- **In-depth understanding of requirements involved in the role of a PA and the range of requests involved.**
- **Good knowledge of businesses, how they operate, and understanding the needs of SME's.**
- **Proactive & reactive simultaneously - know the client base and anticipate their needs, show initiative.**
- **Values privacy and confidentiality.**
- **Be confident to work alone and own your client base, you will need to take full responsibility.**

PERSON SPECIFICATION

DESIRED REQUIRMENTS

- Experience in as a PA.
- Experience in finance.
- Experience as an office manager.
- Experience of using HubSpot / Infusionsoft or other CRMs.
- Experienced social media user; LinkedIn, Instagram, Twitter and Facebook.
- Experience using Xero.
- Sales experience and hitting targets.
- Experience in working on Canva.
- Full UK Driving Licence.

BENEFITS AND SUPPORT

WHAT YOU WILL GET

- **28 days annual leave pro rata (21 plus Bank Holidays) with the possibility to accrue in relation to years worked at Otium Concierge.**
- **You will have your birthday off.**
- **You will be enrolled in our Employee Assistant Programme (EAP) where you have access to legal advice, counselling and other benefits.**
- **Part of a vibrant, dynamic and growing business.**
- **Company pension scheme.**
- **Opportunities to earn bonuses on new business secured.**
- **You will be given training to qualify for a Level 3 PA Diploma.**
- **Once you pass your probation you can work from home on Tuesdays and Fridays.**
- **You will receive staff discount at the celtic manor, which includes 50% of gym membership.**
- **Team lunch out of the office once a month.**

HOW TO APPLY

JOIN US

Submit your CV to hello@otium-concierge.com by 15th January 2024 at 11:59pm.

All candidates will be notified of the outcome of their application once the sift has taken place.

Successful candidates will be invited to attend an interview.

We reserve the right to close the application window early.

No agencies, please. We are not looking for support at this time – please do not send us CVs.