

# CLIENT ASSISTANT



Support our clients and maintain engagement with our network

## ABOUT ALATE

Very small but mighty (just Anna Britnor Guest, an intern program and a network).

Growth focused.

We provide sales and leadership capability development in the tech B2B sector.

International tech client base – currently mainly UK, US, Israel & Asia.

Focus on high quality programmes that deliver measurable client results.

## THE OPPORTUNITY

Alate is in a growth phase. The past two years has presented challenges and opportunities for every business. Through all the uncertainty, Alate has fared well, delivering our best quality work and now in a growth phase. In other words, we're in a good place! We're looking for a part-time, flexible assistant with the skills to support our existing client programmes and engagement with our wider network and alumni.

This is a great opportunity for someone seeking just a few hours each week to either develop skills or keep their hand in whilst focusing on other life events whether a pre-career student, taking a career break or winding down to retirement. It may only be a few hours, but you will be a core and valued member of a small team.

### The role

This is a new role and will be for a 12-month contract initially. May be extendable by mutual agreement.

3 – 4 core hours per week. It's likely that ~2 hours will be at an agreed regular time and the remainder will be flexible. Additional hours may be offered on a flexible basis from time to time.

Remote / home working. We're based in W Berkshire but you can be anywhere.

Part-time, employed in the UK. Hourly rate.

Immediate start possible.

You'll need to have access to a PC/laptop (with camera and mic) and internet. We'll provide access as needed to various software apps.

We are open to applications / enquiries from Virtual Assistants.

### Key activities

#### 1. Support our clients

Our clients are mostly growing technology businesses. Our programmes focus on developing sales and leadership capabilities to help them to grow. Your role will specifically entail the following, as needed for each programme:

- Administer, run and track Squadify surveys, PRISM profiles and other tools we use in our programmes
- Support logistics management and follow up, for instance administering

training needs analysis surveys, feedback forms, tracking Personal Success Path action plans and certificates

- Uploading and tracking progress of pre-work and self-managed learning to ensure participants complete work before attending sessions





## OUR VALUES

It's important to us to act with integrity and purpose. To live to our values. These include:

Be helpful i.e. full of help to those we work with and for

Make a positive impact: Leave a good footprint or none

Be trustworthy & dependable: Do the RIGHT thing

Be inclusive and collaborative: build & maintain positive relationships

- Provide specific support on key programmes as needed

- Document your key processes and systems

### 2. Manage client content

In the course of our work, we create and distribute a wide range of content. There's an opportunity to support with

- Formatting of Word and PowerPoint documents within Alate brand guidelines
- Managing content libraries

### 3. Support client and network engagement

We plan to launch an alumni service during 2022. Whilst client support will be your exclusive focus during busy programme roll out periods, we expect there will be time in other weeks to support on the following

- Maintain the alumni database via our CRM and email distribution platform(s)
- Support alumni communications via eg newsletters, scheduling and tracking social media posts and supporting on content creation for alumni members
- Provide support for engagement campaigns and activities including webinars and the Revenue Riser podcast.

As a new role, we'll need to work out a few things along the way. There's potentially an opportunity for the role to develop and expand – if that's what you're looking for. We can also shape some aspects of the role to your strengths, in particular in the areas of communication or content creation.

### Key attributes

- Organised and structured working style with the ability to prioritise and attend to details without getting bogged down
- Personable and helpful communication style to reflect the strong relationships we build with clients
- Ability to work independently on tasks but with an inclusive and collaborative mindset.
- Comfortable with using Microsoft 365 tools and systems such as Zoom, CRM, email scheduling and social media scheduling tools as well as specific platforms. Training and support will be given where needed.

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*Alate means 'having wings'*

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## WHO YOU'RE WORKING WITH

Alate is led by Anna Britnor Guest. I'm passionate about supporting learning and development and about teamwork so it's important that we feel we can work together. Here's my profile so you can get a bit more of a sense who you'd be working with <https://www.linkedin.com/in/annabritnorguest/>

## READY TO APPLY?

Along with your CV, please also give me a sense of what a good working environment looks like to you, what interests you about this role and where you believe your skills are a good fit.