FieldworkHub INTERNATIONAL

Business Operations Co-ordinator/Manager

FieldworkHub is a specialist market research fieldwork agency. We are a small, international team of approximately 12 people, which means every person has genuine influence. Every client, every project and every promise matters.

We have built our reputation by being responsive, realistic and rigorous: giving clients honest feasibility, recruiting the right participants, managing projects carefully and stepping in early when something is at risk.

The person joining us in this role will help protect those standards as we grow.

The role

You will translate the CEO's priorities and FieldworkHub's service standards into reliable daily action. You will keep enquiries, records, people processes, finance administration and agreed improvements moving, with clear ownership, accurate detail and verified follow-through. You will give the directors early visibility of risks and reduce the need for them to chase routine work.

This is a hands-on role in a small business. You must be comfortable doing the work yourself, coordinating colleagues and constructively challenging missed commitments. Strong professional rapport with the CEO matters, alongside independent judgement and evidence that you can deliver.

What you'll be doing

Enquiries, allocation and follow-through

- Own day-to-day triage of Hello and relevant enquiry channels. Distinguish genuine project leads, live-project issues, partner approaches, CVs and participant enquiries; acknowledge and route them promptly.
- Allocate leads using agreed account ownership, workload, availability and capability rules. Confirm acceptance, record the next action and deadline, and follow up until the request is resolved or handed over clearly.
- Check for missed enquiries and duplicates. Flag complex, urgent, high-value or uncertain briefs to the appropriate salesperson or director; obtain expert feasibility input before any commitment.

Reliable CRM and partner records

- Maintain accurate HubSpot contacts, companies, enquiry records, owners, source links, next steps and appropriate tags. Review new records weekly and carry out a quarterly data-quality review.

- Record and acknowledge new recruitment partner, moderator, interpreter, venue and other supplier approaches. Obtain capabilities, markets, credentials and vetting evidence, using verified status labels rather than treating an introduction as approval.
- Keep approved partner/rate-card records and the moderator CV library current, with relevant team members validating specialist information. Remove personal identifiers from externally shared profiles as required by company policy.

Finance administration and month-end visibility

- Prepare supplier and participant payment runs with matched project records, invoices, approvals and due dates; investigate duplicates, disputed charges and missing evidence before submission for authorisation.
- Maintain receivables and payables follow-up records with the accounting support team. Chase overdue invoices appropriately and flag cashflow, client disputes and collection risks early.
- Prepare a concise monthly exception report for the directors: outstanding client balances, unpaid supplier bills, disputed or missing items, approval status, owner and next action. Reconcile to the agreed accounting source and label any unverified figures.
- Support the operations director and the accountant with organised records and deadline tracking. Payment authorisation, tax submissions and accounting judgements require the designated approver.

People administration and office co-ordination

- Maintain accurate holiday and absence records in Absentify and relevant calendars. Check approvals, cover, handovers and out-of-office arrangements; flag clashes before they affect service.
- Coordinate starter and leaver checklists, policy acknowledgements, training logistics and access requests with Philip and authorised system owners.
- Check email signatures, staff details, shared templates and agreed office information remain current. Coordinate company socials, meetings and practical arrangements within approved budgets.
- Handle people records discreetly and restrict access appropriately; refer sensitive HR decisions to the directors or their adviser.

Processes, accountability and CEO support

- Turn agreed director priorities into actions with a responsible owner, deadline, follow-up and evidence of completion. Maintain an action register and chase overdue items directly.
- Coordinate new client follow-ups and recurring process checks; require evidence that the agreed correction has worked before recommending closure.
- Maintain useful, current procedures, templates and databases in approved company systems. Identify recurring errors and recommend proportionate fixes.

- Represent agreed management priorities clearly when the CEO is unavailable. Exercise delegated authority, resolve routine obstacles and escalate decisions beyond your remit with a recommendation.

Weekly marketing coordination

- Prepare and coordinate one approved social media post each week, supported by a manageable content calendar and verified company facts.
- Coordinate approved welcome-email and outreach processes, maintaining accurate recipient records and checks against duplication.
- Gather authorised case-study material and co-ordinate agreed website/content updates with external specialists. Track deadlines, approvals and useful outcomes; prioritise this work around client and operational risks.

What you'll bring

The ideal candidate will have:

- Experience of hands-on operational coordination in a small service business, including working closely with owners or senior leadership.
- Excellent written and verbal communication: clear, accurate, professional and appropriate for clients, partners and colleagues.
- Strong prioritisation, spreadsheet and record-keeping skills; the ability to reconcile information, identify inconsistencies and act on them.
- Confidence to delegate agreed work, challenge incomplete actions and hold colleagues to commitments without becoming abrasive.
- Initiative and judgement: distinguish what you can decide, what needs specialist input and what requires escalation. Provide options and recommendations rather than passing problems upwards.
- Reliable follow-through, discretion and pride in detail. Willingness to learn qualitative research fieldwork and explain how operational discipline protects client trust and commercial performance.
- Practical familiarity with Microsoft 365 and a CRM or comparable business database. HubSpot, Absentify, finance administration and market research experience are useful; system-specific training can be provided.

What successful performance looks like

Area	Expected evidence
Enquiries	Genuine client emails acknowledged within the one-working-hour standard; an accepted owner, next action and deadline recorded. Cover arranged during absence.
Follow-through	A current action register; overdue items surfaced early; completion verified rather than recorded on assurance alone.
Data	New HubSpot records checked weekly; partners accurately tagged by evidenced capability and vetting status; quarterly review completed.
Finance	Payment packs checked before approval; duplicates and changed-bank-detail risks flagged; accurate month-end exceptions and overdue balances visible.
People and continuity	Approved leave, cover, handovers, out-of-office arrangements and induction records kept consistent.
Marketing	One accurate, approved weekly post and a maintained content schedule; performance reviewed for relevant enquiries and engagement.
Director support	A brief weekly update on risks, overdue actions and decisions needed, with recommendations and no avoidable surprises.

Why join FieldworkHub?

This is an opportunity to join a growing international fieldwork agency and work closely with the owners.

The role offers real influence over the next stage in FieldworkHub's development and the opportunity to develop into a central leadership role as FieldworkHub continues to grow.

For the right person, this is a chance to bring structure, judgement and operational excellence to a business that values high standards, clear communication and reliable delivery.

This is a role for someone who wants to make a visible difference, protect a respected brand and become a trusted part of a small leadership team.

Your health and wellbeing are also very important to us so on completing your probationary period, we will provide you with access to our private medical insurance. You will be eligible to participate in the company's quarterly bonus scheme.

Working arrangement

Your hours will be 8.30am to 5.30pm Monday to Friday. FieldworkHub currently operates a hybrid working environment with 2 days per week in the office (Mondays and Wednesdays) and 3 days per week at home (Tuesdays, Thursdays and Fridays). The office is located at 131 Finsbury Pavement, London EC2A 1NT, close to Moorgate and Liverpool Street stations.