



<b>Job description</b>			
<b>Job title:</b>	Business Support Manager	<b>Job category:</b>	Operations
<b>Location:</b>	Remote	<b>Travel required:</b>	Some international travel
<b>Level/Salary range:</b>	€42,000 to €48,000 depending on experience.	<b>Position type:</b>	Full time. Permanent
<b>Contact:</b>	Ellie Fairhead	<b>Working hours</b>	37.5hrs per week with requirement to attend some evening and weekend meetings.
<b>Annual leave entitlement:</b>	30 days per year plus public holidays, increasing by 1 day per year to a maximum of 35 days after five years service.	<b>Probation period:</b>	Yes. 6 months.

**Role Overview**

The European Trauma Course Organisation (ETCO) is an international not-for-profit organization registered in Belgium and governed by its Articles of Association. Dedicated to reducing mortality and morbidity from major trauma through high-quality, multidisciplinary trauma training, the ETCO provides courses in 24 countries. ETCO courses focus on team-based training designed to enhance the skills of healthcare professionals in managing major trauma. The ETCO Board is elected by the General Assembly and is ultimately responsible for the organisation’s strategic direction and operations.

The Business Support Manager is responsible for supporting and reporting course activity, communication and quality assurance to enable the ETCO to deliver in line with its objectives. The Business Support Manager may be involved in development projects and has the scope to propose and implement improvements, within the strategic framework set by the Board and under the direction of the Chief Operating Officer. The Business Support Manager reports directly to the Chief Operating Officer who provides oversight and ensures alignment with the organisation’s mission and objectives. See organisational structure below.

**ROLE SUMMARY**

As the Business Support Manager you will support and work closely with the COO and ETCO Team to manage course activity, support faculty and lead on communications. The role focuses on ensuring the delivery of high-quality services aligned with ETCO’s mission through oversight of current activities and future developments. This position requires operational foresight, excellent organisational skills, and the ability to balance multiple responsibilities within limited resources.

**KEY RESPONSIBILITIES**

The role of the Business Support Manager will primarily be responsible for monitoring, supporting and delivering ETCO activity, operational governance and organisational communication.

This will include:

- Faculty support and engagement: Acting as the primary point of contact for faculty, providing guidance on policies and assisting faculty in resolving operational issues related to course delivery and management.
- Policy Implementation: Develop, implement, and maintain ETCO policies and rules. Provide guidance and advice consistent with ETCO policies. Monitor for adherence to policies.
- Provide administrative support to courses: Work with faculty, and course organisers to support course provision.
- Quality Assurance & Course Governance: Conduct regular audits of courses to ensure consistency, compliance, and quality of delivery. Maintain documentation of audit findings and implement corrective action plans when necessary. Analyse and share feedback with all relevant stakeholders and identify trends that may inform future developments or quality improvement measures



- Work with the ETCO Course management system: Oversee the effective use of the Course management system to ensure seamless course delivery. Manage user profiles, roles, and permissions to align with ETCO policies. Troubleshoot and resolve technical issues related to Course management system in collaboration with IT support teams. Recommend system improvements to enhance user experience and functionality.
- Operational activity oversight: Prepare reports on course performance, compliance, and quality assurance initiatives. Communicate key insights, trends, and recommendations to wider ETCO Team to support data-driven decision-making.
- Internal and external communication: Oversee and manage all communication channels, including social media, newsletters, WhatsApp groups, and general inquiries, ensuring timely and effective engagement with stakeholders. Establish and manage partnerships with aligned organizations, coordinate joint initiatives, and enhance audience engagement through strategic collaborations and cross-promotions.

#### EDUCATION AND SKILLS REQUIREMENT

Criteria	Essential	Desirable
Educated to degree level or equivalent.	✓	
Experience in administrative or operational roles within a medical educational or not-for-profit environment	✓	
Familiarity with using a course management systems.		✓
Ability to build and maintain professional relationships with a wide range of stakeholders.		✓
Track record of advancing organisational goals within limited resources.	✓	
Strong organisational and project management skills, with the ability to manage multiple tasks and workloads simultaneously.	✓	
Familiarity with the not-for-profit sector, particularly healthcare focused, small-scale or international organisations.		✓
Experience in developing or implementing governance and quality assurance processes including audit procedures, and compliance monitoring.	✓	
Strong understanding of educational governance, operational processes, and policy administration.	✓	
Proactive and solution-focused, with the ability to drive improvements and implement change.	✓	
Strong time management skills, with the ability to multitask, and prioritise effectively across multiple tasks and deadlines.	✓	
Experience of working independently and as part of a team, demonstrating flexibility and adaptability.	✓	
Skilled in managing internal and external communications, including digital communication strategies, social media management and content creation.		✓
Commitment to equality, diversity and inclusion.	✓	
Fluent in English, both written and verbal.	✓	
Basic knowledge of data protection & confidentiality principles	✓	
Excellent ICT skills, a high level of digital literacy.	✓	

### ETCO Organisational structure

