

Job Specification: Business Support Officer

About the Role

We are currently looking for a dependable and highly organised individual to take on the role of Business Support Officer, working closely with senior management. This role is ideal for someone who thrives in a structured environment, enjoys administrative work and data management, and is committed to delivering accurate and timely support. The position involves essential tasks and requires consistency, attention to detail, and a strong sense of responsibility.

Key Responsibilities

- Provide comprehensive administrative support, including managing calendars, scheduling meetings, preparing agendas, and coordinating logistics.
- Maintain and update internal databases using CRM tools and Excel; ensure accuracy and completeness of records.
- Manage the cross-referrals tracking system across business units, involving regular data entry, proactive follow-ups with internal stakeholders, calculating fees and preparing statements – training will be provided.
- Conduct basic online research to support internal databases and assist with information gathering on projects
- Take clear and structured minutes during meetings and circulate action items; maintain an organised record of meeting documentation.
- Liaise with internal teams to obtain updates and ensure timely completion of routine follow-ups.
- Support the organisation of internal events, workshops, and team activities as needed.
- Identify small improvements to streamline administrative processes and support operational efficiency.
- Maintain structured folders and filing systems for key documentation (e.g., meeting notes, action trackers, event logs).
- Compile simple summary reports or trackers using templates and Excel (e.g., referral tracking, follow-ups, meeting logs).
- Handle practical aspects of event coordination such as booking venues, confirming attendance, and preparing materials.
- Use AI-based tools to support routine tasks such as summarising meeting notes, extracting action items, or managing calendar automation

Qualifications & Experience

- Diploma or degree in Business Administration, Management, or a related field (preferred but not mandatory).
- Minimum of 2 years of experience in an administrative or corporate support role.
- Proficient in Microsoft Office, particularly Excel (data entry, formatting, simple formulas).
- Strong written and verbal communication skills in English and French.
- Demonstrated reliability, attention to detail, and organisational skills.
- Comfortable with routine work and able to manage multiple administrative tasks efficiently.
- Discreet in handling sensitive information and professional in all interactions.
- Able to work independently and collaboratively in a team environment.

Duration: 3-6 Months

Working Days/ Time: From Monday to Friday- 8:30 to 5pm

Location: Alexandre House, Ebene

Send your CV/ Motivation Letter on: HR@intercontinental.com