



Job description

Admin Executive

Helping education & non-profit organisations grow

hubgem.co.uk





Who are HubGem?

Hello - lovely to meet you!

We are digital marketing and CRM experts, specialising in helping education and non-profit organisations grow by streamlining their processes, increasing their reach and improving their engagement using HubSpot CRM.

We have worked with (and within) a wide range of schools, colleges, universities and charities; we understand what life in the education and non-profit sectors is like, from the highlights to the frustrations!

Our fully remote team work with education and non-profit organisations around the world, helping them to introduce an inbound approach to marketing and admissions, implement HubSpot CRM and marketing platform, and improve communications with prospects.



Why join our team?

We are a small and friendly team, passionate about helping our clients meet their goals and embrace digital. We encourage creativity, taking the initiative, and we are always open to new ideas.

We are a fully remote team, with some exciting in-person strategy and training days throughout the year.

We are looking for team members we can trust, who care about what they do and can work autonomously to achieve work to a high standard.

We are committed to supporting a healthy and happy team. On the next page you can see some of the initiatives we provide to support the wellbeing of our employees.

- Hybrid/Remote positions - work wherever you can get a good internet connection!
- Regular team calls - a chance to share ideas, help each other out and chat to colleagues
- Multi-award-winning company culture
- Flexible approach to your working hours
- Two fun in-person strategy and team-building days per year
- Laptop, equipment and all software provided
- Exciting opportunity to join a rapidly growing small business
- Make a real impact to education and non-profit clients around the world
- Time and budget invested in the ongoing professional development of our employees
- Clear career progression pathways
- Join and collaborate with an exciting global HubSpot partner community
- Opportunities to attend events such as award ceremonies, the annual HubSpot marketing conference in USA, and Dublin for HubSpot meetings, training and networking



Your wellbeing matters

Employee wellbeing Initiatives

- Flexible remote working: We know that life gets busy and it can be hard to fit everything in, we are committed to providing a flexible approach to your working day. If you need an hour out to take a breather, go for a walk, have an appointment, look after your children, pets... or anything else, then just make the time up elsewhere.
- Wellness Wednesdays: One day every quarter, block out your diary with a wellness based activity of your choice!
- Headspace Subscription: Looking after our mental health has never been so important, we encourage our team to take the time to de-wind, meditate, relax or simply learn healthy mindful habits.
- Time to learn: A love of learning is something to be celebrated which is why we offer 10 hours per month for your own professional development.
- Team building: Monthly team building calls, coffee mornings and 'donut' calls to connect with your team members.
- Rewards: We want to make sure that you are recognised for doing a good job and reward with gifts, bonuses and shout-outs!
- Wellbeing Platforms: We offer wellbeing workshops and webinars, a dedicated wellbeing Slack channel, wellbeing check-in's and monthly wellness recommendations.
- Health: You will have access to our Occupational Health provider, MediGold Health and the NHS approved Thrive app. We also love taking part in company fitness challenges to support our team's physical wellbeing!
- Deskmate: We know that standing improves blood circulation and energy. We provide employees with a Deskmate if requested, allowing you to quickly and easily switch between your regular desk and a standing desk.

Visit our website to find out more about our other wellbeing initiatives

GREAT PLACE TO WORK



Award winning culture

🏆 Named one of the **Worlds Happiest Workplaces 2025** and UK Top 10 in the Industry!

🏆 Named '**SME of the Year 2025**' at the British HR Awards.

🏆 '**Best Wellbeing In The Workplace Strategy 2025**' finalists at the Great British Workplace Wellbeing Awards.

🏆 '**Most Dedicated Employee Wellbeing Champions 2024**- Lincolnshire' by Corporate Vision (HR & Employment Awards).

🏆 '**Best Employee Wellbeing Strategy 2024**' finalists at the Engage Awards.

🏆 '**Culture Initiative of the Year**' and '**Technology Partner of the Year**' finalists at the British HR Awards 2024.

🏆 Named '**Great Place To Work 2023**' winner at the Engage Awards.

🏆 '**Best Use of Tech**' and '**Most Inspiring HR Leader of the Year**' finalists at the Great British Wellbeing Awards 2023.

🏆 Nominated at the CIPD People Management Awards 2023 for our '**Culture and Wellbeing Strategy**'.

🏆 '**Company Culture Excellence Award**' winners at SME News Awards 2021.

🏆 '**Best Support for Remote Workers**' finalists in the Great British Workplace Wellbeing Awards 2021.



Our values

We are passionate about helping people

We simplify the complex and give our clients the confidence and skills they need to succeed

We always provide a high-quality and efficient service

We are transparent, friendly, genuine and empathetic

We provide a positive, supportive, flexible, inclusive and collaborative working environment in which our team and clients can thrive

"I can honestly say I've never enjoyed a role as much as this one!"

The team support and morale is amazing and there is a real good focus on the importance of work life balance.

My voice is genuinely heard and respected here and there are so many unique and exciting opportunities to grow within an amazing innovative business!"

"Never have I felt so embedded and valued within a company, and this alone drives me to deliver the best possible work I can. I love delivering great sessions to clients and watching as HubSpot transforms their working lives, and internally I love working with such an amazing, caring & dedicated team."



Job description

We are looking for an Admin Executive to join our team to support with a wide range of administrative tasks and projects.

Duties include calendar and meeting admin support, in addition to supporting the Admin Lead and the wider HubGem team with a wide range of HubGem projects.

This role includes full training on using HubSpot CRM and the relevant systems.

This is a unique opportunity to join a rapidly-growing business with a nationally-recognised, multi award-winning company culture, and play a crucial role in a friendly team making a big impact.

We are primarily a remote team but work closely together with a fun, collaborative and exciting team-working approach. This role is hybrid with regular meetings via Zoom.

Our ideal candidate thrives when working remotely, is highly self-motivated, has good attention to detail, is a strong team player and is keen to learn. They must be confident in meeting new people, be able to prioritise effectively, and have a good standard of written and spoken English.

This role has the opportunity to adjust as the company grows, to reflect changing responsibilities and a changing business landscape.

Salary: £25,500 FTE (Pro Rata)

Hours: 15.5 (2 days per week)

Holiday: 30 days holiday FTE (Pro Rata)

Location: Remote

"Clients are varied in size and set-up, each with their own unique challenges and goals, meaning no two days are the same and the opportunities for professional growth are endless!"



Role responsibilities

Administration Responsibilities

- Meet regularly with the Admin Lead to keep up to date with current projects and complete administrative tasks as required
- Support the Admin Lead in managing calendars and organising appointments, meetings and events
- Support with making travel arrangements for the team including members of the Senior Leadership Team
- Maintain digital files on HubSpot CRM, OneDrive and Microsoft. Keep digital files up to date (necessary HubSpot and Microsoft training will be provided)
- Support the Admin Lead with ordering office supplies and IT purchases as required by the team. Support the Admin Lead and Technical lead with keeping IT asset register updated.
- Maintain strong working relationships with the wider team and attend team meetings, providing meeting notes and action summaries to team members where required
- Support the People & Culture Manager with HR administration tasks where required
- Supporting the Admin Lead and People & Culture Manager to arrange team days and team events
- Supporting with the assignment of tasks to team members and providing reminders where necessary
- Supporting the Admin Lead with administrative tasks relating to time tracking of team members
- Supporting the Marketing, Sales and Consulting teams with projects and tasks as required
- Ordering birthday cards for team members
- Supporting the upkeep of the team calendar with birthdays, key events, EDI events, annual leave and national holidays
- Ensuring that all administrative tasks that involve the use of personal data comply with data protection laws and our company policies (GDPR)
- Adhering to HubSpot Partner Agreement at all times



Sales Administration Responsibilities

- Supporting the Sales team with creating quotes for prospective clients
- Directing incoming queries to the relevant team members
- Supporting the Admin Lead with managing the shared email inboxes
- Support with data hygiene: CRM data cleansing, management of contact and company records, and maintain accurate sales records within HubSpot (training provided)
- Assign invoices to the correct quotes on HubSpot CRM (training provided)

Marketing Administration Responsibilities

- Providing support to the marketing team with the planning and organisation of our regular HubSpot User Group (HUG) and HubGem events
- Proofreading a wide range of assets to support marketing, sales, and management teams
- Supporting the marketing team with submitting award entries
- Using media platforms such as LinkedIn to support marketing and sales, creating posts/content, and maintaining an active and professional online presence at all times
- Supporting the Admin Lead, marketing and sales teams with preparation for in-person events, including distributing printed assets, other materials and maintaining marketing asset register
- Liaising with marketing, suppliers and the Admin Lead for printed materials for events
- Occasionally writing content for our blog - topics and content to be guided by your interests and experience



Person specification

Essential

- Experience in administration
- Exceptional team working skills
- Experience using Microsoft Office and Zoom/video calling software
- Excellent communication and interpersonal skills
- Creative thinker and problem solver
- Self-motivated and able to work efficiently from home/remotely
- Outstanding organisational and time-management skills
- Excellent writing and proofreading skills
- A desire to learn, willingness to ask questions and ability to learn quickly
- A passion for helping a small business grow and embracing digital tools

Desirable

- Qualification in administration or related discipline
- Experience of using HubSpot software or another CRM/MIS system
- Experience in sales or admissions
- Experience working in a remote or hybrid role
- Experience with event organisation
- Previous experience in education and/or non-profit sectors

"The work/life balance at HubGem is great. A flexible approach to working hours means I no longer feel like I am spinning plates but have capacity for all of the things that are important to me."

"It's evident that it's both a company that cares and a company that's growing. There's a range of employee wellbeing initiatives that are available on top of an already relaxed and friendly work atmosphere; the company is clearly growing at a rapid rate and Gemma is putting in the effort to make sure every employee grows with the company in the direction they want for their own personal development."

"The culture at HubGem is nothing I have seen or experienced at a company before. There are so many well-being initiatives that cater for every team member. Everyone in the team are genuinely kind, supportive of one another, helpful, understanding, and a joy to work with"



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