



JOB DESCRIPTION: BUSINESS SUPPORT ASSISTANT

Location: Remote, with flexibility to support different regional markets

Employment Type: Full-time

Job Purpose

The Business Support Assistant will provide administrative, business development and operational support across HEBO's regional markets. Working virtually with different teams, the role will support market research, stakeholder engagement, lead management, meeting coordination, reporting and the smooth delivery of business activities.

Key Responsibilities

- Conduct market research and gather relevant business and industry information.
- Identify prospective clients, partners and stakeholder organisations across assigned markets.
- Support lead generation, follow-up and client engagement activities.
- Maintain accurate stakeholder, customer and business opportunity records.
- Coordinate virtual meetings, prepare minutes and follow up on agreed actions.
- Support the preparation of reports, presentations, proposals and other business documents.
- Assist with calendars, appointments, training schedules and regional activities.
- Provide administrative and coordination support to business development, marketing and service delivery teams.
- Support communication with clients, partners and other stakeholders.
- Maintain organised digital records and perform data-entry activities.
- Represent and promote the HEBO brand professionally.
- Perform other related duties as assigned.

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Qualifications

- Bachelor's degree in Business Administration, Economics, Education, Project Management, Information Technology or a related field.
- No prior work experience is required.
- Basic proficiency in Microsoft Office, Google Workspace and digital communication platforms is an advantage.

Required Attributes

- Strong work ethic, responsibility and professional integrity.
- Willingness to learn, receive feedback and grow professionally.
- Flexibility to adapt to changing priorities and work virtually across different locations and regional markets.
- Good written and verbal communication skills.
- Strong organisational skills and attention to detail.
- A proactive, creative and innovative approach to work.
- Ability to work independently while remaining a collaborative team player.
- Alignment with HEBO's mission, values and commitment to developing project professionals across Africa.