

Blue Lotus Virtual Assistant
Business Administration Expert



SERVICES GUIDE



bluelotusva.com.au

hello@bluelotusva.com.au

Introduction

Blue Lotus Virtual Assistant streamlines work processes and removes the administrative burden from business owners and executives.

My clients appreciate being able to access an experienced and skilled Executive Assistant without the oncosts of a full-time employee.

I deliver high level administrative support remotely, as you need it.

Specialising in operating procedure setup, human resources administration and governance support, I can assist with just about any administrative task on your to-do list, freeing you up to do what you do best.

Aims



To free you up to focus on what you do best

I love helping others be more productive in business.



To identify improvements and efficiencies in your business processes

With experience in a range of industries including education, business services, management consulting, insurance, non-profit, disability support, marketing and IT, I am highly adaptable and tech savvy, able to hit the ground running when you delegate tasks my way.



To improve your brand perception and business compliance

Handing over your to-do list to me will see you streamline your business processes, improve the professionalism of your business operations, and give you back your time.

Services

Business System Support

- Documenting Standard Operating Procedures, writing business documents, policies, procedures and reports
- Developing, formatting, editing and proof reading of business documents
- Developing templates in Microsoft Word or GoogleDocs formats in accordance with your business branding requirements
- Developing electronic forms using Microsoft Forms, Google Forms, or other
- Developing fillable forms in PDF or Microsoft Word formats
- Policy development and review.

NDIS Admin Support

- NDIS internal audit – support preparing for external audit
- Process development
- Template and policy development
- Document formatting, fillable forms
- Branding support
- Digital file management
- Recruitment and HR support
- Billing and claims, reconciliation.

Executive Assistance

- Inbox management
 - Regular monitoring of emails
 - Prioritising emails
 - Responding to emails
 - Redirecting emails
 - Unsubscribing, filing and deleting emails as agreed
 - Working with you to create an email management system, including rules, folders, automation, even inbox zero.

- Calendar management
 - Scheduling and confirming meetings and appointments: in-person, or via Zoom, Microsoft Teams or Google Meet.
- Client liaison
- Project support
- Business document support
- Digital support
- Data entry and collation.

Human Resources and Recruitment Support

- Developing position descriptions and position advertisements
- Screening and shortlisting candidates
- Developing interview questions
- Scheduling interviews, reference checks
- Preparing contracts and offer letters
- Performance Review support
- Drafting correspondence
- Policy, procedure and form development
- Digitisation and file management.

Governance Support: Board and Secretariat Support

- Agenda preparation
- Meeting coordination
- Board pack preparation, collation and distribution
- Minute taking
- Monitoring and follow up of action items
- Management of member registers
- Support with Annual Reporting: data collation, report development and formatting
- Annual General Meeting coordination.