

## Business Support

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Company: Microsoft Dubai

Location: dubai

Category: other-general

Provides strategic calendar management and time planning support for manager(s) (e.g., Senior Corporate Vice President (CVP), Executive Vice President (EVP)). Manages and owns calendar, meeting preparation, and logistics based on knowledge of manager and business needs. Uses executive maturity and judgment with full knowledge of business context to identify and coordinate delegates, execute decisions around prioritization and maintain constant communication with manager and central staff. Leads and owns decision making processes in close partnership with peers and stakeholders (e.g., Chiefs of Staff, Business Managers, Human Resources) and external leaders/business support. Exercises a sense of priority and awareness for high impact meetings, and urgent business needs, and ensures follow-up. Proactively engages with leader and key stakeholders/business partners (e.g., Communications Team, Chiefs of Staff, Business Managers, Human Resources) to make decisions and cascade information as needed. Manages ambiguity and remains calm in stressful situations. Cross-Functional Collaboration and Communication Strengthens their network (internally and externally) across organizations to enable their team and leader's work. Proactively drives communication and liaises between executives, central teams, and other business partners to share information and best practices that drive efficiency. Uses executive maturity and independent judgment, discretion, business insights, and perspectives to direct and prepare staff to distribute information to their teams and/or supported leader. Communicates with executive maturity to external partners/audiences and third parties. Represents and acts as extension of manager's/team's brand and Microsoft's core values. Discipline Growth and Development Provides leadership and actively seeks

out and participates in the Business Support community. Mentors Business Support professionals. Onboards and trains new Business Support staff. Contributes to their organization's culture as a leader. Engages in career development and trainings. Identifies, aligns, and promotes growth opportunities for self and team. Shares best practices and insights. Driving the recruiting process for Business Support roles. Supports team building, networking opportunities, and works to uphold morale.

**Team Management Support (Headcount Management, Recruitment, Onboarding/ Offboarding)** Leads team experience activities. Collaborates with Global Talent Acquisition (GTA) to facilitate internal and external recruitment efforts, and partners with hiring managers to ensure a smooth process. Supports intern and university recruitment for the broader organization (e.g., planning, placement). Creates committees to promote team experiences. Lands and delegates onboarding activities (e.g., ordering new-hire equipment, setting up workstations, distribution lists, security groups) and provides support to new employees, vendors, and interns as an essential contact for questions and company information. Connects new hires with the right stakeholders. Provides high-level support for a seamless executive onboarding experience. Lands and manages headcount management activities in collaboration with Business Manager(s) and/or Chief of Staff including transfers/departures, reporting, offboarding, and transactions within headcount management tools. Identifies areas of improvements and updates for relevant headcount management systems. Works in partnership with Finance and team members to provide up-to-date headcount figures.

**Event Coordination and Logistics** Manages, plans, and develops events. Takes responsibility for event outcomes and demonstrates executive presence. Leads a team of event planners if needed. Partners with management to understand event aspirations and target goals. Develops and leverages resources for reuse to drive efficiency. Contributes to development of workback schedule, promotion, and necessary checkpoints.

**Leadership** Leads by example and serves as a role model to Business Support colleagues by maintaining a professional attitude, demonstrating executive presence, influencing others, and encouraging self reflection during challenging situations. Navigates with executive maturity and calmness in challenging situations. Uses executive maturity to escalate issues, proactively ensuring teams effectiveness and consistency. Engages with the Business Support community, keeping a pulse to enable growth across the discipline.

**Project Ownership** Balances multiple complex projects and timelines end to end while maintaining executional and operational excellence within the division and across business groups. Provides operations and project management support to Senior

Leadership. Takes accountability for project outcomes and drives stakeholder accountability. Identifies and provides insights regarding risks and challenges related to projects across the company, and communicates these to executives, partners, and key stakeholders.

Streamlines processes, leverages best practices, provides process improvements, and adjusts as needed. Delegates project tasks to Business Support team members and drives accountability of others. Leads efforts to determine measurable success of projects at their conclusion.

**Resource Management (Hardware/Supply Management, Purchase/Expense Management Financial Management)** Owns expense management including documentation (e.g., purchase orders (POs), receipts, tax award spreadsheets, statements of work, reclassifications), expense tracking, and policy compliance. Educates administrative team on Microsoft Policy to ensure compliancy across team/division/organization and escalates issues as needed. Functions as interim approver for executive office. Oversees supply management and planning and promotes compliance with supply management policies and procedures within an organization. Manages discretionary budget tracking (e.g., morale, hardware, supplies) and reporting. Identifies and resolves expense and supply related issues (e.g., missing purchase orders (POs), account imbalances) by communicating with senior leaders and Finance as applicable. May perform vendor and supplier management, including ensuring they are set up for financial processing. Partners with finance at a high level on all aspects of budgets, headcount and policies, including assisting with annual budget planning by consolidating team requests and prioritizing funding.

**Rhythm of Business (ROB)** Partners with executive leader(s) and Chiefs of Staff on building and managing annual rhythm of business (ROB), including fiscal year calendar and executive meeting schedule (e.g., Human Resources (HR) cadence, fiscal cadence, SLT cadence, company-wide and/or employee resource group cadence). Strategically communicates ROB cadence and helps to manage workloads, as needed. Identifies and advises on patterns across ROBs. Advises on best practices for developing a distribution plan for confidential internal and external communications in collaboration with Business Managers and/or Chiefs of Staff. Directs continual implementation and flexibility of the ROB in partnership with peers (e.g., Chiefs of Staff). Ensures team members follow ROB and map their planning to established cadences.

**Space Management and Planning\*** Oversees space-management processes and team spaces (e.g., office locations/desk assignments, private conference rooms, seasonally transitional spaces, remote/location status), cascading space management vision to fellow team members. Oversees and streamlines group moves. Addresses and resolves high-level space

escalations/requests. Leads large-scale space requests (e.g., annual office restacks, space build outs), liaising between admins and space planner and negotiating for appropriate space for their team. Determines future space planning needs and drives space changes based on utilization data and upcoming organizational changes. Travel Management Works with Executive Travel to coordinate travel arrangements (e.g., accommodations, transportation, security) for manager(s) and/or group. Creates detailed itineraries/agendas for daily activities by setting and managing travel expectations to maximize trip productivity. Manages all travel logistics and maximizes trip itineraries. Acts as a stand-by resource and ensures availability for varying manager needs/time zones to address issues/escalations during business travel. Maintains availability and acts with urgency to address travel changes as they arise. Drives proactive communication across stakeholders ahead of travel and may communicate with domestic and international stakeholders to ensure the supported leader maximizes business trip outcomes. Ensures required documents (e.g., visas, passports, immunization records) are obtained for international travel. Disseminates and enforces travel policies and expectations. May accompany leaders on business trips (e.g., Inspire, Ready) to provide onsite support. Manages and ensures compliance with US Travel Tax Tool. Disclaimer: Drjobs.ae is only a platform that connects job seekers and employers. Applicants are advised to conduct their own independent research into the credentials of the prospective employer. We always make certain that our clients do not endorse any request for money payments, thus we advise against sharing any personal or bank-related information with any third party. If you suspect fraud or malpractice, please contact us via contact us page. Our goal is to make hiring as easy as possible. We find the right talent for every company, ensuring that each candidate finds a job they enjoy. Dr.Job FZ LLC provides 360-degree AI-powered recruiting and job search solutions. If you are looking for a job and haven't found your chance yet, you can upload your profile on our website and find thousands of opportunities globally! Our platform gives you the flexibility you need to thrive in today's market by allowing you to apply for all different kinds of jobs, whether they are full- or part-time, remote or on-site.

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