



The To-Do Dept Service Guide

Flexible admin and project support for small businesses
and professionals

www.thetododept.co.uk

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Support that fits around your business

Running a business comes with a constant list of things to do and not always enough time to get through them all. From the day-to-day admin to keeping projects organised, it's easy for important tasks to get pushed aside.

During my 15+ years experience in admin and project management roles, I've helped busy teams bring structure to their operations and keep things running smoothly behind the scenes.

The To-Do Dept provides flexible, reliable support to help you stay organised, save time and keep things moving, tailored to what your business actually needs.



Becky
Owner of
The To-Do Dept

Does this sound familiar?

- Admin always pushed to the bottom of your list
- Late replies, missed follow-ups or overdue invoices
- Everything living in your head
- No clear systems or processes
- You're busy... but not moving forward

That's where **The To-Do Dept** can help

Clear the backlog. Stay organised. Keep things moving.

Flexible, experienced support, exactly where you need it most.

How I can support your business



Admin support

- Inbox and diary management
- Customer enquiries
- Quotes & invoices
- Bookings & appointments
- Data entry
- Document creation



Business support

- Spreadsheets & reporting
- Processes & systems
- Supplier coordination
- CRM management
- Research
- Website management
- Social media management
- Google Ads/Ad Manager



Project support

- Project planning
- Scheduling
- Task management
- Supplier chasing
- Deadline tracking
- Project coordination

Experience you can rely on

I bring a practical, organised approach to every client. Combining hands-on experience with the ability to quickly understand how your business works and where I can add value.

Experienced

Supporting teams, clients and projects across a range of roles and environments.

Organised & proactive

Managing priorities, solving problems and keeping work moving.

Confident with systems

Quick to learn new tools, systems and ways of working.

Professional & personable

Clear communication and strong client relationships throughout my career.

Simple, straightforward support

1

Initial enquiry

Get in touch and tell me a little about your business and the support you're looking for.

2

Discovery call

We'll discuss your needs, priorities and how I can best support your business.

3

Proposal & agreement

I'll put together a clear proposal outlining the recommended support, costs and next steps.

4

Get started

Once everything is agreed, we'll complete the onboarding process and I can get to work.

Getting started together

Once we've agreed to work together, I'll make sure everything is in place so I can hit the ground running.

Understanding your business

I'll get to know how you work, your priorities and what you need support with.

Agreeing how we'll work together

We'll establish communication, availability, priorities and any key processes from the outset.

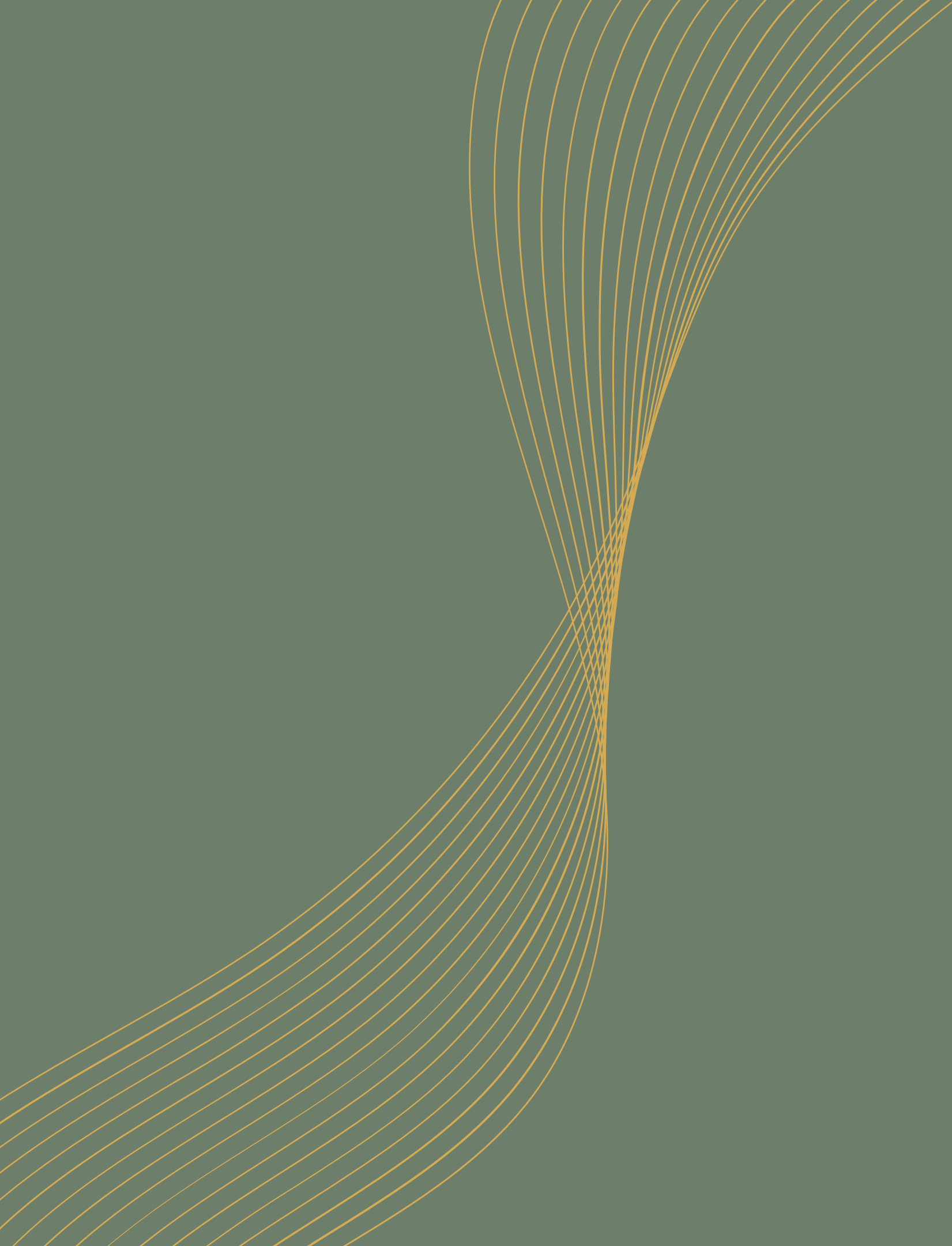
Secure access & handover

You'll provide access to any relevant systems, tools or information needed for me to get started.

Ready to go

With everything in place, I can start taking tasks off your plate and keeping things moving.





Ways of working together

Flexible support, **your way**

Ad Hoc Support

For one-off tasks or occasional help

Ongoing Support

Regular monthly support tailored to you

Project Support

Dedicated help for specific projects

Support Packages

Choose the level of support that works for you

One-off support

Admin Reset

£210

5 hours

Clear a backlog or get some extra help when needed

- ✓ 5 hours of flexible support
- ✓ No commitment
- ✓ Flexible tasks

On-going monthly support

Admin Essentials

£205/ 5 hours

Stay on top of the essentials

- ✓ Regular support
- ✓ Flexible agreed tasks
- ✓ Priorities managed

Business Support

£400 / 10 hours

Delegate more consistently

- ✓ More capacity
- ✓ Business support incl.
- ✓ Regular prioritisation

Business Plus

£780 / 20 hours

More hands-on support

- ✓ Greater capacity
- ✓ Recurring tasks
- ✓ Regular planning

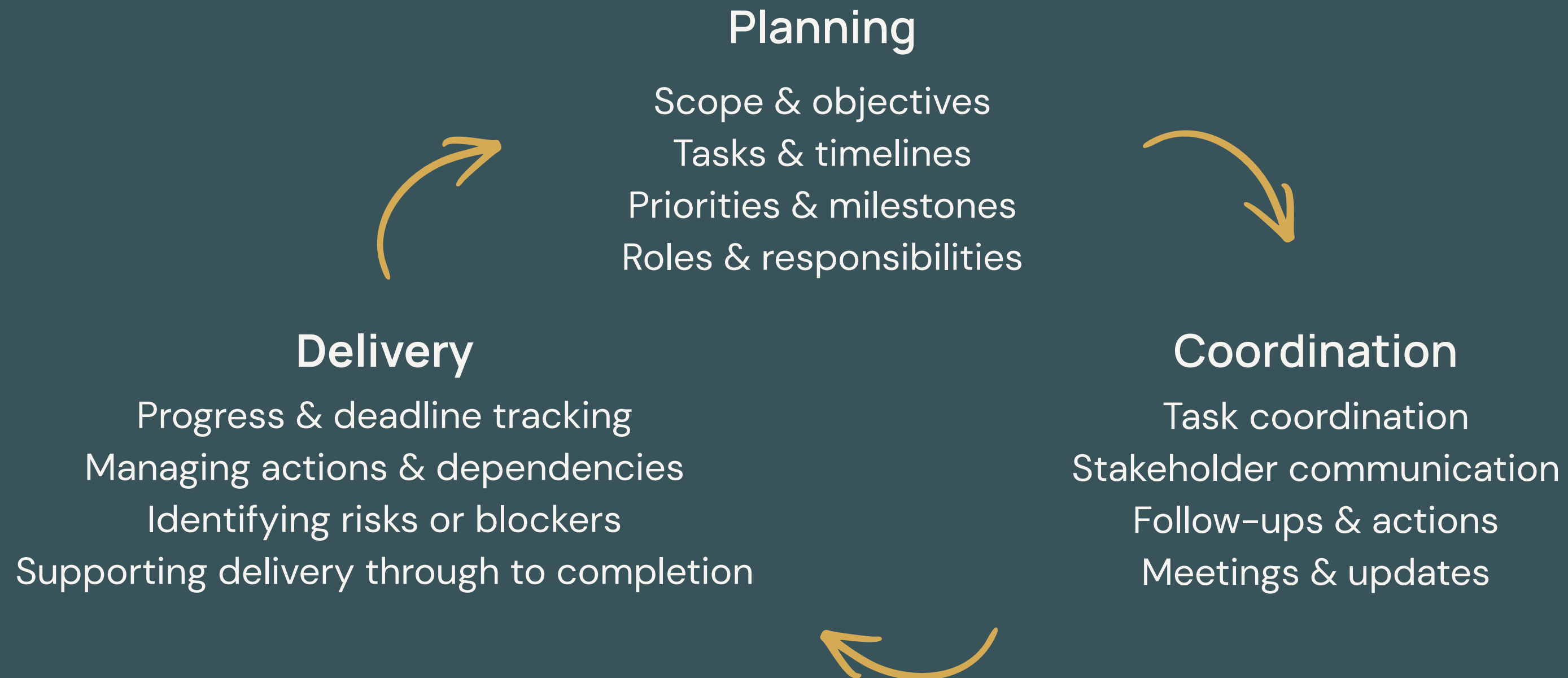
Regular reporting and monthly calls all included as part of package.

Package hours can be used across agreed services, subject to scope, availability and the terms of your service agreement. Services shown are examples and may not all be included within every package.

Terms & Conditions apply.

Got a project you need help with?

Whether you're launching something new, making changes to your business or simply need someone to coordinate the moving parts, I can provide support from planning through to delivery.



Projects could include

- Website launches
- New systems
- Product/service launches
- Events
- Process improvements
- Business changes

As every project is different, project support is provided on a custom quote basis, tailored to the scope, timescales and level of support required.



Frequently asked questions

How quickly can I get started?

This depends on my current availability and the support you need. Once we've discussed your requirements and completed the onboarding process, we'll agree a start date that works for us both.

Do I need to commit to hours?

Not necessarily. You can choose one-off support when you need it or a monthly package for regular, ongoing support.

How do you track time?

Time spent on your tasks is tracked by Clockify, giving you a clear view of how your hours are being used.

What tools do you use?

I'm comfortable working across a range of digital tools and systems, and can adapt to the platforms your business already uses. Some platforms I have experience with are Trello, ClickUp, Asana, Jira, Confluence, Drupal, Wordpress, Wix, Squarespace, Xero, Hubspot, Google Analytics, Ad Manager, Microsoft Suite, and Google Suite.

Can you work with my existing systems and processes?

Absolutely. I can work within your existing setup or, where helpful, identify ways to make your processes simpler and more efficient.

What if I need more or fewer hours?

Business needs change. If your current level of support is no longer the right fit, we can review your requirements and adjust your package where availability allows.

How will we communicate?

We'll agree the best way to communicate during onboarding, based on what works for your business and the type of support I'm providing.

Can you help with something that isn't listed in this guide?

Possibly! The examples in this guide aren't exhaustive, so if you have something specific in mind, get in touch and we can discuss whether it's something I can support you with.

Ready for some support?

Whether you know exactly what you need help with or you're not quite sure where to start, get in touch and tell me a little about your business. We can discuss what's taking up your time, where you could use some extra support and which option might work best for you.

Let's get some things off your to-do list.

Get in touch

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www.thetododept.co.uk

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