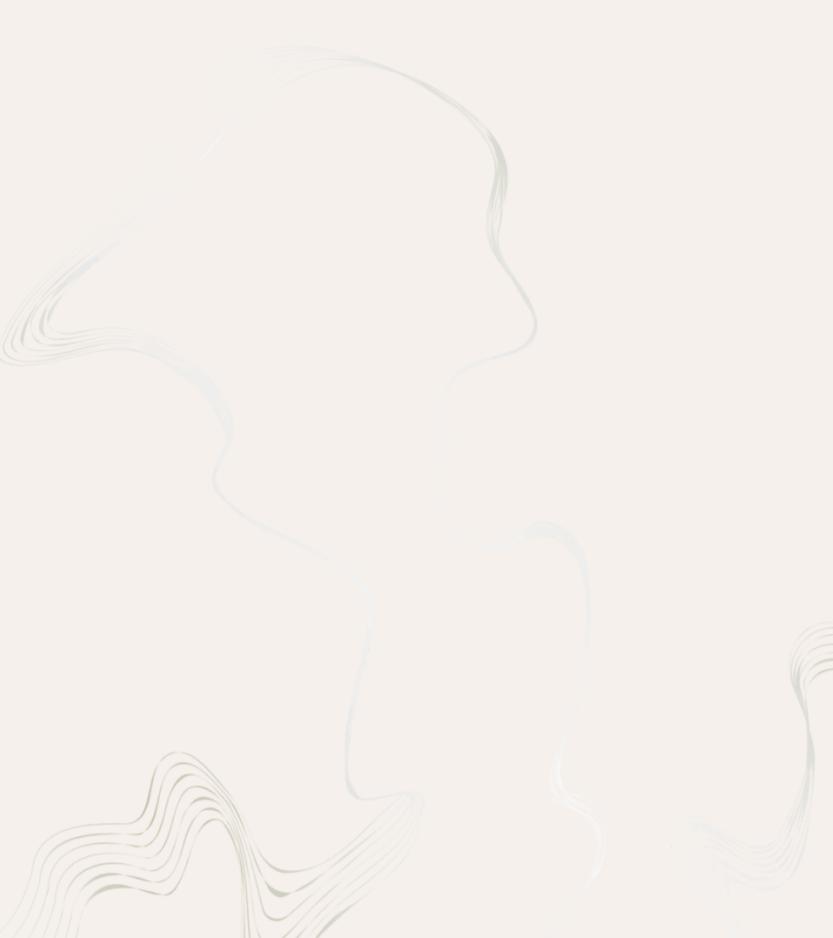


# Lustre Support

## **Information Pack**

*Free up your time to make your business shine*



# About Us

Lustre Support is a UK-based collective of experienced **virtual assistants**, providing **admin, creative, and tech support** to ambitious business owners. We help you stay **organised, productive, and in control** - with dependable, **flexible support** tailored to your needs.

With Lustre Support, you can hand over the time-consuming, overwhelming, or repetitive work, and **get back to doing what you do best**. Whether you're scaling your business or simply need space to reset, we're here to make your day-to-day easier.

**We take care of the tasks that often get pushed to the bottom of the list -  
The things you don't have time for, don't love doing, or simply want off your plate.**

*“Reliable support to help you stay organised, focused, and in control of your business.”*



# Meet Yasmin,

## Founder of Lustre Support

With over a decade of experience in account management, project delivery, and operational leadership, Yasmin built Lustre Support to give business owners the kind of reliable, high-quality support she knew made all the difference.

Her career spans digital marketing, hospitality, energy, and the charity sector - working with both B2B and B2C organisations, including internationally recognised brands.

Yasmin is driven by values of professionalism, trust and care. These have shaped everything from her hands-on leadership in past roles to her work with purpose-led organisations.

Since founding Lustre Support in 2022, she's stayed closely involved in the client experience, ensuring those same values run through everything the team delivers.

# Benefits of Outsourcing a Virtual Assistant

## Time and cost savings

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**Pay only for the hours you need,** without the overheads of full-time staff. Our pricing is transparent, so you always know exactly what you're paying for.

## No office overheads

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Say goodbye to the costs and logistics of office space, equipment, or employee benefits like holiday pay and pensions.

## No long-term commitment

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You only pay for what you use. No employment contracts, tax obligations, no strings attached.

Working with a virtual assistant isn't just about ticking off to-dos; it's about creating the space to focus on the bigger picture.

## Focus on what matters

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With **essential tasks off your plate,** you'll have more time and headspace to grow your business, serve your clients, and protect your energy.



# Services We Offer

We offer flexible, professional support tailored to your needs. Whether you're just starting out or scaling up, we're here to take the pressure off with reliable services across three key areas:

## ADMIN

- Manage inbox and prioritise emails
- Maintain executive diary
- Run an "Inbox Detox" (organise, archive, automate)
- Draft and format documents
- Research tools, platforms, or insights
- Maintain shared folders, SOPs, or trackers
- Arrange travel

## TECH

- Update websites
- Build and send email campaigns
- Set up and manage CRM pipelines and automations
- Configure project management tools
- Process online orders & liaise with fulfilment teams
- Provide basic IT support
- Integrate tools with Zapier / Make to reduce manual work

## CREATIVE

- Set up and optimise new social accounts
- Create and schedule social posts
- Write blog posts and newsletters
- Co-develop marketing strategy & content calendars
- Design on-brand graphics in Canva
- Brainstorm campaign or product ideas
- Repurpose long-form content into short-form social assets

Don't see what you need? If there's something else you need help with, just ask!

# Our Support Options

We offer a range of flexible support options to suit your business needs. Whether you're starting small, working on a one-off project, or looking for consistent monthly support, **we'll tailor the setup that works best for you.**

## PAYG

Perfect for one-off tasks or if you're unsure how many hours you'll need to start. This flexible option gives you support only when you need it.

**Billing:** Charged monthly in arrears, based on the hours used.

**Pricing:** From £35 per hour

## Retainer Package

Ideal for ongoing, consistent support. Retainers give you guaranteed hours each month, allowing you to plan your workload and budget.

**Billing:** Charged monthly in advance, using agreed hours.

**Pricing:** From £350 for 10 hours

# Example retainer packages:

Hours / month	Approx. daily	Best For	From £ / Month
10 hrs	30 mins	Founders testing VA support	£350
20 hrs	1 hr	Busy solopreneurs	£700
40 hrs	2 hrs	Scaling agencies	£1,400
60 hrs	3 hrs	Established SMEs	£2,100

## Example:

If you need **inbox management** (responding to emails, flagging important messages, and organising your inbox) for about **1 hour per day**, this will add up to **20 hours per month**.

## Not sure where to start?

We're happy to recommend a package based on your current workload.

# Project Rate

Best for standalone projects with a defined scope and timeline. You'll receive a fixed quote based on your brief.

**Billing:** 50% upfront, with the balance due on completion.

**Pricing:** Typically from £500, depending on scope and timeline.

# Packages *fixed rate bundles*

For recurring or high-impact tasks, we offer fixed price packages instead of hourly billing. These are ideal when you need a specific outcome delivered consistently.

Examples include:

Customer support  
inbox and order  
handling  
reporting and  
documentation (e.g.  
monthly reports,  
formatting decks,  
updating trackers)

Inbox and  
calendar  
management

Social media  
management

Content  
creation  
bundles (e.g.  
blog,  
newsletter,  
social posts)

## **Billing:**

Monthly, upfront – just like our retainers.

## **Pricing:**

From £400 per package, depending on scope and frequency

Everything  
starts here

# how we work

We like to keep things straightforward. **Here's what happens once you get in touch:**

**1 Initial Consultation** – A free, no-obligation call to get to know your business, priorities, and what kind of support would make the biggest difference.

**2 Proposal** – You will receive a tailored outline within 24 hours based on everything we discussed.

**3 Agreement and Start Date** – Once you're happy, we'll e-sign the agreements and lock in a start date that works for you.

**4 Onboarding** – We'll gather any access or background information and set up the systems needed to support you

**5 Task Management** – Work begins! You'll receive regular updates and will be kept informed every step of the way.

**6 Ongoing Support** – As your needs evolve, so does our support. We aim to adapt alongside your business, keeping things clear and calm every step of the way.

“Giving you the structure, space, and support to grow your business with confidence.”

# What Our Clients Say

*“An excellent project lead who adds real value.*

*She is always thinking ahead and laying out practical steps to meet client needs.*

*Yasmin consistently delivers on time, with great attention to detail and a drive to improve outcomes.”*

**Mukhtar K. - Charity CEO**

*“Yasmin has become an integral part of the Henchards team.*

*She's reliable, learns quickly, and helps keep the business moving forward, which is essential to maintaining our momentum in the exit planning market.*

*I'm looking forward to continuing this great partnership.”*

**Ian P. - Exit Planning Director**

*“I've been lucky to work with Yasmin for over two years.*

*She's been a huge asset — overseeing projects, keeping everything on track, and consistently delivering to an exceptional standard.*

*Her eye for detail and strong commercial sense are a rare combination.”*

**Tina L. - Luxury Fashion Founder**

# Data and Security

We are fully insured with Professional Indemnity Insurance and registered with the ICO. Your business and personal data are protected with the highest standards of confidentiality and care.

## how to contact us?

✉ [hello@lustresupport.com](mailto:hello@lustresupport.com)

🌐 [lustresupport.com](https://lustresupport.com)

***Let's explore how Lustre Support can help you stay focused, organised, and in control.***

📞 [Click here to book your free, no-obligation consultation now.](#)