



## Job Specification

**For: Customer Support Administrator**

Ref: VR/01265

### Job Description

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#### **Customer Experience Support Administrator – 6 month assignment**

Location: Medway / Gillingham

Salary: £24K per annum

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Experienced Administrator required to join a first-class training organisation based in Chatham for a 6 month assignment. £24K per annum pro rata, excellent benefits to include: Hybrid working (1 day from home, 4 in office), 37 hours per week, generous holidays, contributory pension, private healthcare, cycle to work and mental health support.

This is a new and exciting opportunity to join a company with an ambitious vision: to be the UK's most innovative training design and delivery partner, trusted by our customers to prepare them for tomorrow.

The company is growing and needs an experienced Administrator to support the sales and delivery of a range of face to face and online learning programmes for our fast-growing commercial training division.

Working closely with other administrators, sales manager and sales team, and our client solutions and delivery team, you will thrive in a team environment where we all rely on each other's contributions to deliver the best possible experience to both internal colleagues and external customers.

#### **Customer Support Administrator Requirements:**

- Good general level of education
- Proficient and confident in using Microsoft Office applications including Outlook, Word, and Excel
- Skilled in using spreadsheets to accurately manage data - recording, transferring and tracking important sales, customer and learner information accurately.
- Eye for detail, you will be someone who takes pride in getting things right first time and who is able to schedule their tasks and time effectively, working in

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an organised and accurate way to ensure we meet the service levels our customers expect.

- Experience in responding courteously and positively to customer queries and enquiries
- Able to represent the company professionally in all your communications with the ability to spot typos and present communications in an engaging way.

You will use HubSpot Customer Relationship Management (CRM) system to manage customer relationship data and to process sales leads as well as using our LearnUpon training platform to record, update, track and report on learning data. Experience in either of these platforms is desirable but training will also be given.

This position offers a unique opportunity to join a collaborative and supportive team and to work on a variety of projects.

Customer Support Administrator typical tasks include:

- Dealing with customer queries via email and/or phone
- Receiving and processing delegate applications
- Uploading data to client SharePoint systems
- Uploading client-approved delegate data to MKCT Website
- Adding /updating delegate applications in the company website & sending approval emails to delegates
- Receiving delegate payments and copying data to client schedule
- Sending course joining instructions to trainers
- Ensuring trainers have course packs and posting trainer items
- Emailing pre course activities and joining instructions to delegates
- Rearranging cancelled delegates to new course dates & updating course schedule spreadsheet
- Posting course packs to venue
- Checking status of pre-course activities and sending any required chasing emails
- Sending pre-course activity data and assessment submission updates to trainers before courses
- Updating the course schedule
- Sending assessment emails with attachments to delegates
- Recoding delegate attendance and non-attendance
- Collating delegate addresses and posting course workbooks
- Tracking, collating and posting out delegate certificates
- Following existing procedures and identifying where procedures can be improved

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- Attending team meetings and contributing ideas to continually improve what we do

The company is committed to creating a diverse and inclusive workplace. All applications will be considered. We provide support through our Mental Health First Aid and Coaching and Mentoring schemes. We are accredited Investors in People, ISO accredited, and we have a Gold Award in the Medway Healthy Workplaces Programme. We have won several Health & Safety awards and recently won a Princess Royal Award for one of our employee learning and development programmes.

Armed Forces Covenant – We offer guaranteed interviews to military veterans if they meet the selection criteria.

All posts are subject to a Disclosure and Barring Service application. The company follows the DBS Code of Practice.

Compiled by : **Fiona Louch**  
Compiled on : **12/13/23**

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