

JOB TITLE – Customer Services Administrative Assistant

REPORTS TO – UK Customer Services & Proactive Sales Manager

LOCATION – Loughborough or Milton Keynes

DEPARTMENT – Sales

SCOPE OF ROLE

This role is critical in ensuring smooth daily operations, delivering an exceptional customer experience, and supporting internal teams with efficiency, discretion, and professionalism.

RESPONSIBILITIES

- Provide comprehensive administrative support, including order processing, documentation, correspondence, and record management
- Liaise effectively with internal departments to ensure customer needs are addressed and processes run smoothly
- Support the preparation of reports, presentations, and internal communications as required
- Identify opportunities to improve customer service processes and administrative workflows
- Handle sensitive information with a high level of confidentiality and discretion
- Working alongside the UK Customer Services team to complete administrative tasks including
 - Processing web release orders
 - Processing Next samples
 - Reporting to chase outstanding proformas, order date changes + others

QUALIFICATIONS

- Educated to GCSE A-C level as a minimum and/or equivalent

EXPERIENCE & SKILLS

- Administrative experience, supporting sales or service teams
- Customer experience knowledge and understanding
- Confident IT skills, including MS Office skills
- Strong verbal, written and presentation skills
- High attention to detail

BEHAVIOURS

- Intrepid – a growth mindset
- Imaginative – resourceful and curious to learn
- Respectful – acting with the customer in mind