



**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