

Administrative Assistant (part time)

Bury St Edmunds (on site)

3 days per week (Weds/Thurs/Fri)

£22,600-£24,000 (pro rata for part time)

The role

To provide discrete, professional administrative support across the whole business, including client and customer services.

Client and customer services

- Assist with incoming enquiries (email and phone calls) to our healthcare ecommerce, marketing, data solutions and direct mail services.
- To process orders online and via telephone using various platforms and computer systems, advising on the status of orders.
- Provide customer service support to healthcare client helplines, including product information, in accordance with standard operating procedures.
- Routine administration, processing, record keeping and reporting, ensuring compliance with financial and other controls/procedures
- Liaising with internal and external colleagues to handle the reporting of adverse events and product quality issues reported by customers.
- Liaising directly with clients and colleagues to support the planning and execution of multiple marketing campaigns
- Account administration, documentation and processing of orders, securing client sign-off/approval and ensuring that production schedules are implemented and delivered
- Liaising with suppliers and third party logistics partners to schedule materials and services for client projects
- Carry out routine data entry and maintain healthcare sector databases.
- Conducting outbound telephone contact activities as required

Business support services

- Administration support to the Operations Director and wider leadership team
- Capturing monthly meter data for energy consumption
- Office administration, including liaising with third party suppliers and ensuring contract documentation is completed, processed, filed and administered.
- Sourcing and co-ordinating training and development, and keeping accurate training records
- Assisting with administration and organisation of external events or projects as required
- Office support duties, including inbound and outbound telephone work

General

- Compliance with standard operating procedures and quality standards
- Any other relevant tasks and responsibilities to support the business and its clients

Required experience and skills

- At least one year's experience in administration role, involving confidential information
- Great administration and organisational skills with excellent attention to detail.
- Credible communication and relationship building skills
- Good digital skills ideally including some experience with MS Excel (training provided on our own platforms)
- Ambitious and willing to learn.
- A flexible and can-do attitude with a strong work ethic.
- Responsive and self motivated with the ability to deliver multiple priorities

Working for Precision

At Precision you will be valued as a key member of a small, supportive team and can look forward to:

- Competitive starting salary
- Generous employer pension, group life insurance and other benefits
- Discretionary bonus scheme
- 23 days holiday plus bank holidays
- Birthday leave
- Cycle to work scheme
- Fun, vibrant working environment
- Wellbeing initiatives
- A modern and comfortable offices at our carbon-neutral headquarters in Bury St Edmunds

* all pay and benefits are pro rata for part time

The company's services are provided 7 days a week and you will be required to participate in a rota to do a small amount of work remotely at weekends (for which separate payment is made).

To apply, please send your CV to recruitment@precision.co.uk

Prepared February 2024