

## **Admin Support**

**Fixed Term Contract Until 30<sup>th</sup> June 2022, Full Time (40 hours a week)** It is possible that the role could be extended but that is subject to additional funding being obtained.

£22428

## **The Role**

We require an Administrative Assistant on full time basis to support our Business Enterprise Team.

You will be the friendly voice that greets our clients with their enquiries, you will advise them on our support packages and book appointments with our advisors and trainers. You will take ownership of client paperwork and work with all the team to support the clients journey ensuring we are compliant with programme requirements whilst keeping our company CRM up to date.

You will have a friendly personality and positive attitude towards your work and our clients as we take pride in offering first class customer service. Have the ability to get your work done without too much supervision and thrive on the challenges that a small business environment brings.

## **Main Duties and Responsibilities In the role you will:**

- Communicate clearly with clients, including responding to telephone, email and texts
- Make outbound calls to follow up on clients progress
- Enter and maintain customer information on our and funders databases
- Work alongside our trainers and advisors to manage the clients journey with contractual paperwork

## **Person Specification**

- Align with our business mission and want to be part of the team that deliver this to our clients
- Be driven to deliver the best customer experience possible at all times
- Be friendly, have a good sense of humour and be a good communicator, a positive and proactive attitude is essential
- Be Structured and organised
- Have an interest in administrative tasks and be a perfectionist when it comes to attention to detail
- Be a team player and contribute to effective team working
- Be able to work to time based deadlines and manage multiple activities
- Be competent with Microsoft office, data entry, email and websites

**We have offices in Kings Lynn and Norwich but since Covid we have adopted a mix of working from home as well as in one of our offices. It is therefore essential that you have access to superfast broadband at home.**

## **Our Purpose**

Encouraging Enterprise - To help entrepreneurs navigate the path to business success by

providing services of real value, delivered with unrivalled customer service

### **Our Mission**

We deliver real impact to entrepreneurs, supporting them every step of their journey. We believe that anyone can become an entrepreneur and those who choose that path should be given the best chance, regardless of background. We empower entrepreneurs to realise their ambitions.

We enjoy sharing our knowledge but never stop learning ourselves. We are not afraid to do things differently.

### **Funding**

The role will be dedicated to specific projects funded by one of the following:

A position part-financed by European and Structural Investment Funds

A position co-financed by the European Regional Development Fund

A position financed by UK Community Renewal Fund

### **Applications**

To apply please send a covering email explaining why you are well suited to the role, along with your CV to [advance@nwes.org.uk](mailto:advance@nwes.org.uk)

Closing Date: 7<sup>th</sup> December 2021

Start Date: Immediate