The Best Connection is recruiting for a an Administrator for an established logistics and warehouse company in the Ford area. The family run business stores, packs and distributes stock for a variety of firms.

We are looking for an experienced candidate who has ideally worked for a logistics or warehouse company before.

**Administration duties to include:**

* Answering office calls
* Monitoring emails
* Responding to customer queries
* Setting up invoices and introduction emails

**Administration skills:**

* Accuracy and attention to detail
* Multitasker
* The ideal candidate would come from a customer service background
* Confident with Microsoft packages

**Benefits:**

* Excellent training opportunities across two of their sites, 4-6 weeks training
* Temp to perm position available after a qualifying period
* Long term career prospects

To apply today or find out more please contact Rebecca or Demi at The Best Connection.

Info:

Company

[The Best Connection](https://www.brightonandhovejobs.com/employer/130402/the-best-connection/)

Location

Ford, Arundel

Salary

£8.50 per hour

Posted

21 Feb 2019

Closes

21 Mar 2019

Ref

IND30010

Sector

[Business](https://www.brightonandhovejobs.com/jobs/business/)

Function

[Administration](https://www.brightonandhovejobs.com/jobs/administration-/)

Contract Type

[Temporary](https://www.brightonandhovejobs.com/jobs/temporary/)

Hours

[Full Time](https://www.brightonandhovejobs.com/jobs/full-time/)

**Receptionist / Administrative Assistant**

[HM Prison & Probation Service](https://www.indeed.co.uk/cmp/Hm-Prison-Service)[287 reviews](https://www.indeed.co.uk/cmp/Hm-Prison-Service/reviews) - Brighton BN2

£15,190 - £17,415 a year - Full-time, Part-time, Permanent

Overview of the job

This is an administrative role based within the National Probation Service (NPS) Directorate in NOMS. The job holder reports to the designated Line Manager and supports the provision of business specific and transactional office based activities.

The job holder works collaboratively with other team members to provide reception duties and a range of administrative support services.

The job holder may be expected to support a number of teams/functions within the operational area and is to offer support and cover during periods of absence, for which training will be provided.

The job holder must promote diversity and anti-discriminatory practice in the performance of the post in a way that embraces Equality and values Diversity.

The post holder must adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position.

NB: Core Hours include regular unsocial hours (evenings and/or weekends) as determined by the business need.

Summary

To provide an effective and efficient first point of contact with all visitors, telephone callers and undertake administrative functions in accordance with service policy and procedures.

Responsibilities, Activities and Duties

The job holder will be required to carry out the following responsibilities, activities and duties:

To greet offenders and visitors, log their arrival and departure, ensure the appropriate member of staff is notified and issue visitor passes and security fobs as necessary

To be first point of contact for partner businesses that reside within the same building

To handle all queries, referring on when unable to resolve

To handle incoming and outgoing telephone calls, take messages and transmit to the appropriate person.

To deal with all mail items; incoming, outgoing and internal

To take bookings, support and service meeting rooms including training event registration as required

To support the allocation and booking of hot desks, car parking and pool cars as required

To pay bus fares/travel warrants to offenders and handle day to day petty cash

To assist in maintaining Health and Safety and security aspects of the premises, including the testing of fire alarms, testing panic alarms, monitoring CCTV and assisting evacuation measures

To log building faults and incidents and keep a log of maintenance and repairs

To ensure faults are reported and servicing requests for equipment are made with suppliers and contractors

To assist with scanning and archiving as required

To access databases for information as necessary and input information as required

To practice safer working and adhere to data protection, confidentiality policies and legislation

To order office stationery in liaison with the line manager

The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The Job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.

Competencies

We'll assess you against these competencies during the selection process:

Changing and improving

Leading and communicating

Managing a quality service

Showing Drive and Resilience

Civil Service Competency Framework

Benefits

Pensions

Civil Service pension schemes may be available for successful candidates.

Benefits

Annual Leave

Pension

Support

Training

Networks

Customer Success Manager - Emerging Accounts - Brighton

Company Name[**Brandwatch**](https://www.linkedin.com/company/451367/life/)Company Location Brighton, GB

Posted DatePosted 3 months ago Number of applicantsBe among the first 25 applicants

Save

ApplyApply to Customer Success Manager - Emerging Accounts - Brighton on company website

At the core of our business is the global customer success team. Over 80 people across 6 offices, all working towards one mission: ‘Make Every Customer Successful’. Our mantra is what drives us to ensure that all of Brandwatch’s clients get the very best out of our technology. In the ever changing world of social media we are constantly called upon to help our clients leverage insights to inform business decisions. We build our understanding of our clients businesses, we help them overcome challenges and we seek opportunities to highlight the impact of Brandwatch on the way they do business.  
  
We’re looking for self-motivated problem solvers to help continuing to shape our growing team. In this role, you will work directly with clients to help troubleshoot problems, guide strategy, share best practices, and, ultimately, drive retention across the segment. The Emerging Accounts team at Brandwatch leverages technology to support our customers at scale and you will interact with clients via email, phone, and webinar. The right candidate will be a self-starter with excellent communication skills and an affinity for learning new technology.  
  
This role will focus on supporting the development of how Brandwatch manages emerging Agency clients.  
  
**Job Responsibilities**

* Provide technical and strategic support to existing Brandwatch customers
* Collaborate with teammates to develop and execute programs, such as webinar series and office hours to support clients at scale
* Provide timely and thoughtful responses to client questions and requests
* Work with teammates to identify opportunities to streamline and improve processes, with a focus on automation and scale
* Take ownership of accounts and manage their onboarding, success, and retention; assist with renewals processes when necessary
* Proactively identify and solve any issues that could affect customer satisfaction or retention
* Coach customers on new uses and best practices for Brandwatch products to drive adoption and retention

**We’re Looking For:**

* Startup (all-hands-on-deck) attitude is a must; prior experience in startup or tech preferred
* At least a year of experience in customer-facing role; customer success, account management, or customer support experience is a plus
* Excellent writer and communicator with strong presentation skills both via phone and email
* Ability to learn new concepts and processes quickly
* High level of diplomacy and poise under pressure when working through client issues

**Optional (but great to have!) Skills & Experience:**

* Second language is a plus
* Experience with CRM (Salesforce) and/or customer service ticketing system (Zendesk or similar)
* Experience working with (or for) an agency

**What We Offer  
  
What we offer;  
  
Benefits**: We offer a range of benefits including; bike to work scheme, pension contribution, childcare vouchers and discounted gym memberships.  
  
**Culture**: Brandwatch is a place where the lines between work and fun are blurred. As a growing international company, with 6 offices across the globe, communication is key to ensure everyone’s voices are heard, and helps us maintain our flat structure. We listen and learn. We develop our staff. We care about everything, and above all we support each other.  
  
**Working for Brandwatch**: Brandwatch Brighton is where it all began. We can be found in the vibrant North Laine, whilst we don’t believe in stereotypes, we do host yoga classes and Juice Mondays. We have cupboards bursting with snacks, a well stocked drinks fridge, sushi lunches, flexible working spaces and if you’re lucky we’ll even treat you to an ice-cream on the beach and you can enjoy one of our fortnightly massages right from the office.