



Business Support Co-ordinator

Fulltime office-based role (except during restrictions), working within the Relate team and reporting to the MD

Techrelate provides IT Services with our distinctive Customer Service levels to business owners across London and Europe. Techrelate is an equal opportunities employer.

Key Responsibilities:

- Keep up to date client documentation
- Deliver high levels of service to all customers and colleagues
- Collate our quarterly reports and feedback surveys
- Help the MD with spot on communications with our clients, our suppliers and service providers
- Co-ordinate the projects delivered by the 6-strong Tech team
- Help to promote business opportunities to our clients as technologies evolve and emerge
- Work with our Finance Manager to enable her to produce accurate invoicing every month
- Provide administrative support to the CEO; keep him supported and up to date when he is working in or out of the workspace.
- Help with collecting and storing data for our ongoing auditing of business processes, in accordance with ISO 27001 and 9001 accreditations
- Share ideas and best practice with colleagues and peers

Skills:

You are confident in your communications, when working with numbers, and enthusiastic to deliver exceptional service to clients and colleagues. The skills we require are:

- Offer the best Customer Service experience with high attention to detail
- Produce accurate, best quality work in a progressive, fast-paced team
- Have a confident phone manner and excellent communication skills
- Use good grammar, spelling and be comfortable using the phonetic alphabet
- Be efficient with Microsoft Word, PowerPoint and Excel
- Work well as a team member as well as on your own initiative



- Enjoy using and showing high levels of organisation and an ability to multi-task
- Be interested in or have an aptitude for today's technology
- Enjoy the demands that come with working in a client facing environment to defined KPI's

Scope for Role Development:

We don't believe in standing still and are always learning and striving to make our service even better. We encourage our teams to use opportunities provided for personal and professional development. The pathways for growth in the future of this role, include the following areas:

- Helpdesk Coordination
- Office Management
- Social Media / Marketing
- Sales Management

We are all about using Technology to inform, to communicate and to make the business of doing business - accessible, reliable and secure.

The closing date for this application is 09:00am, Monday 19th October.

Join our team

To apply, please email your CV with a brief cover note to:
WorkWithUs@techrelate.co.uk