

Job Description

Job Title: Business Administration Support

Location: The Business Centre, 14, Walthamstow, Clifford Rd, London E17 4SX

Hours: Monday to Friday, 9:00am –5:00pm (30-minute lunch break)

Salary: £28,000 - £33,000 (depending on experience)

Role Purpose

To provide administrative, operational, and customer support across the Kitchen Design and Procurement functions, ensuring projects are delivered efficiently from initial enquiry through to installation and completion.

Key Responsibilities

Customer Service & Administration

- Act as a first point of contact for customer enquiries via phone and email.
- Support customers throughout their project journey.
- Schedule design consultations, site surveys, and project meetings.
- Maintain accurate customer records and project documentation.
- Manage customer correspondence and provide project updates.
- Assist with resolving customer queries and escalating issues when required.

Kitchen Design Support

- Provide administrative support to the Kitchen Design team.
- Prepare quotations, specifications, and design documentation.
- Create and maintain project files and records.
- Coordinate appointments and diary management.
- Assist in preparing client presentations and project packs.
- Monitor project milestones and communicate updates.

Procurement & Supply Chain Support

- Raise and process purchase orders.
- Liaise with suppliers regarding pricing, availability, and delivery schedules.
- Track supplier orders and monitor lead times.
- Maintain procurement records and purchasing databases.
- Resolve supplier and delivery-related queries.
- Support inventory and stock management activities.

Project Coordination

- Coordinate communication between customers, designers, suppliers, and installation teams.
- Track project progress from order through to completion.
- Update project schedules and action trackers.
- Assist in managing installation timelines.
- Ensure project documentation is accurate and up to date.

Finance & Commercial Administration

- Assist with invoicing and payment tracking.
- Support order reconciliation and cost tracking.
- Maintain accurate financial records relating to projects.
- Assist with supplier invoice verification.
- Produce basic reports and management information.

General Business Support

- Maintain office systems, records, and filing structures.
- Manage shared inboxes and administrative workflows.
- Prepare reports, spreadsheets, and business documentation.
- Order office supplies and support office administration.
- Contribute to the continuous improvement of processes and procedures.

General Responsibilities

- Comply with company policies and procedures.
- Maintain confidentiality of business and customer information.
- Work collaboratively with colleagues across the business.
- Undertake any other reasonable duties commensurate with the role.

Review

This job description is intended to outline the main duties and responsibilities of the role. It is not exhaustive and may be reviewed and amended to meet the changing needs of the business.