

Company Description

Place Support Partnership (PSP) is an innovative management consultancy that delivers support solutions focused on business cost savings, business engagement and business guidance through Local Councils, Business Improvement Districts and Membership Bodies.

Job Purpose

Working as part of the operational project team you will be required to engage with businesses and clients over the phone and through email correspondence. The role is offered as a full time position on a temp to perm basis.

Principle Responsibilities

Providing information to businesses and booking appointments for consultants and other related parties

Providing end to end support for businesses

Liaising with our supply chain partners

Analysing spend information and compiling savings reports

Assist where items are awaiting client action

Identifying ballot voters and key decision makers within organisations

Engagement with businesses and clients at all stages of BID ballot renewals

Contacting businesses to complete surveys and information gathering campaigns

Compiling and maintaining accurate contact database

Working on multiple projects across a typical working week

Feedback and reporting to clients and line manager

Skills Required

Excellent customer care and interpersonal skills

Relationship management skills

Positive and enthusiastic attitude

Fluent in English and good communication both verbally and written

An excellent grasp of Excel, Word and Outlook.

Previous sales or customer service experience not essential but welcomed

Ability to gain a rapid understanding of the company's service

Well organised, flexible and ability to work under pressure

Driving License and car is preferred but not essential

Must be able to work independently with minimal supervision and be able to prioritise tasks accordingly

Hours/Days of Work

Monday - Friday 9.00 - 17.00

Location

Working from home with travel as required to client sites, team meetings and events

Remuneration

£12 - £15 per hour, depending on age and experience.