

DESCRIPTION FOR CANDIDATES

Title:	Administration & Customer Services Executive
Salary:	£23,750 - £25,500 (experience dependent)
Location:	Loughborough
Hours of Work:	40 hours/week
Duration:	Full-time Permanent
Responsible to:	<i>CEO:</i> Martin MacDonald <i>Head of Nutrition:</i> Sarah Duffield

SUMMARY OF POSITION

The Mac-Nutrition Collective is a syndicate of companies working to promote & further evidence-based nutrition, through education (www.Mac-NutritionUni.com), mentoring (www.Mac-NutritionMentoringLab.com) and consultancy (www.Mac-Nutrition.com & www.Martin-Macdonald.com).

The Administration & Customer Services Executive role is an exciting opportunity to join a young, vibrant, and world-renowned company in the field of nutrition. Be part of a unique and developing core team in a fast moving and ever adapting environment where your opinions and thoughts can be heard.

This is a vital position where accurate, professional, and timely customer service must be delivered to our customers via e-mail, telephone, WhatsApp, and social media, as well as at our in-person events. You will be required to support the administration and customer service team across a wide variety of customer enquiries. You will also support our events team in the planning, organising and execution of our events.

The role will include full training & support will be provided on all aspects of the job; there is huge scope for career progression within the company, and we would encourage and support the successful candidate to develop the role to make it their own and ultimately progress into a more senior role.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE

Essential

- Excellent typing skills and phone manner
- Customer-orientated to deliver the highest standards of customer service
- Computer proficiency with IT systems, MS Office, Web Browsers and Mac Mail/Gmail
- GCSE (or equivalent) in English Literature and Language (Grade B/6 or above)
- GCSE (or equivalent) in Maths (Grade B/6 or above)

Desirable

- Experience within a service-based industry, administration or customer service role
- Ability to touch-type
- Aware of The Mac-Nutrition Collective and our activities
- BSc or BA (2:1 or above)
- Any knowledge or experience in email marketing platforms (e.g. MailChimp)

ESSENTIAL SKILLS AND ABILITIES

Essential

- Ability to communicate clearly and fluently, in English, both verbally and in written form
- Demonstrate a strong sense of ownership and teamwork
- A good ability to understand written communications and compose grammatically correct, concise, and accurate written responses
- Ability to prioritise own workload, and balance conflicting demands and tight deadlines

PERSONAL DISPOSITION

- Displays an energetic, positive, helpful, 'above and beyond', 'can-do' attitude
- Willing to support others in the pursuit of business goals
- Highly motivated with a passion for the brand vision

KEY OPPORTUNITIES AND ACTIVITIES/DUTIES

- Supporting the administration & customer service team to provide excellent customer service to the public, our clients and students, prospective clients and students, the media and other businesses via a range of communication channels (email, WhatsApp, telephone and social media)
- Handling dissatisfied customers by empathising, apologising and being solutions-focussed to resolve issues via email, WhatsApp, telephone or face-to-face
- Helping to maintain student and customer records within our database; processing customer bookings, orders and payments; running student and customer audits; filing and all other basic office duties
- Being a key part of the team that organises and runs Mac-Nutrition Collective and Martin MacDonald events including, but not limited to; researching and purchasing event merchandise; processing & recording event bookings/orders; researching and liaising with event venues
- The successful candidate will have the opportunity to complete various communications and marketing training to develop their skills
- Any other duties as may be requested

APPLICATIONS

Please complete the application form by following [this link](#)

Deadline for applications: Sunday 16th June 2024

Please submit your application as early as possible: interviews will be completed on an ongoing basis for the right applicants, and we reserve the right to close this vacancy early.

To be considered for this position all applicants must live within a commutable distance of our Loughborough office (or be willing to relocate).