

VACANCY INFORMATION

Vacancy type*	Apprenticeship	yes	Traineeship	no		
Vacancy title*	Client Services Apprentice					
Course level*	Business Admin	yes	IT	no	Level	3
Number of positions *	1					
Duration*	18 months					
Type of job*	Office (On-site)	yes	Home - based	no	Hybrid	no
Job location*	Augustus Martin https://www.augustusmartin.co.uk/					
Working hours (incl. agreed breaks) *	09:00 am to 17:00 pm Monday to Friday Tuesday 9:30 to 4:30pm Training at city gateway					
Pay rate (annual salary + hourly rate) *	NMW / according to their age					
Any additional payment or financial support available	N/A					
Job Description*	<p>Building and maintaining client relationships by providing excellent customer service to both internal and external clients</p> <ul style="list-style-type: none"> • Providing service support for accounts (handling service issues, invoicing questions, and research for individual client requests) • Download briefs & Upload pricing to client MIS systems • Assign new client projects into relevant Client service operative and estimating department. • Report on Pace project figures for client services senior manager. • Assist with delivery notes/logistics if required. • Invoicing of all client service projects into accounts 					
Duties and responsibilities	The Client Services Administrator will report to the Head of Client Services on a day-to-day basis but ultimately reports to the sales director. This is an entry level role in the team which focuses on administrative tasks and processes. This role is responsible taking and fulfilling client orders.					
Desired skills*	Maths & English GCSE EXPERIENCE <ul style="list-style-type: none"> • Good interpersonal skills • Proven administration, multi-tasking, and prioritising skills 					

	SKILLS / KNOWLEDGE <ul style="list-style-type: none"> • Be an effective communicator (direct client conversation / internal teams) • Exceptional written English skills • Excellent telephone manner /professional
Desired personal attributes	Can do attitude <ul style="list-style-type: none"> • Problem solving • Able to ask for support / help • Ability to be direct, open, and honest when dealing with customers and co-workers • Hard work ethic whilst thriving under pressure • Punctual • Ability to learn • Positive outlook • Impeccable telephone manner
Desired qualifications *	Maths & English GCSE
Desired dress code	Smart
Closing date*	ASAP
Possible start date*	ASPA
Additional information	Interview in Nov2023
EMPLOYER INFORMATION	
Company name*	Augustus Martin
Employer address*	8 – 18 St Andrews Way, London, E3 3PB
Employer overview (Products and services)	Augustus Martin has been part of the ecosystem for many of the UK's leading retail, brand and out of home businesses for over 50 years. With our experience in these sectors, we craft award winning Point of Sale solutions. We are proud that our manufacturing heritage and our people, focused on servicing our customers, many of whom have trusted us with their business for more than a decade, remains at the core of our success today. We are also, keenly aware of the importance of evolution and innovation. So, around our manufacturing core we have built a set of valuable products, services and software solutions that deliver a one stop shop with the specific aim of ensuring that at any point from concept to installation of your campaign, we can competitively, improve your ability to maximise your Marketing ROI and, OTV.
Company website	Augustus Martin https://www.augustusmartin.co.uk/