



Business Support Administrator

Based in Edinburgh

About Delta-EE – Experts in New Energy

Delta-EE is Europe's leading research and consulting company helping organisations develop the right strategies, business models and customer propositions for the energy transition. The depth and breadth of our expertise in the energy transition space makes Delta-EE unique and our mission is to help our clients successfully navigate the change from 'old energy' to 'new energy'. We provide bespoke consultancy and subscription research services which answer critical questions that impact our clients' businesses and allow clients to access in-depth research in a specific knowledge area.

Our values

As a team, we always work in line with our company values. We are a *Happy and Motivated Team*, who focus on *Doing the right thing* and *Fulfilling our potential*. Creating a great company culture and being a place that people love to work is very important to us; we are a collaborative, inclusive and friendly team. To find out more about what we do, our mission and values please visit <https://www.delta-ee.com/about-us>

The Opportunity

We are looking for a **Business Support Administrator** who will be responsible for providing administration support for our growing team. Reporting to our Head of Products you will cover a variety of admin duties for our teams including, Products, Sales, and general admin.

This is a great opportunity:

- To become a key member of our team, helping support Delta-EE's growing subscription services
- To grow and develop in a stimulating, rewarding and supportive environment

Responsibilities for the role include:

- Product, Sales and General administration
- Administration of our CRM system (Microsoft Dynamics), dealing with data collection, checks, updating, inputting, and reporting.
- Managing our subscription-based research service client base
- Managing and coordinating our subscriber emails and account updates
- Support the team in setting up and running our webinars
- Assisting in collating and gathering information for the products team
- Assisting our sales team with managing sales leads, including reporting and data input.
- Managing our telephone switchboard and 'live chat'
- Supporting our Finance team and assisting with other general administration duties as required



Requirements, Skills and Qualifications

If you have the right skills for the job, we want to hear from you. We encourage applications from the right candidates regardless of age, disability, gender identity, sexual orientation, religion, belief, or race.

For this role you will be able to demonstrate:

- Previous experience of working in an administration role
- Excellent communication and interpersonal skills
- An ability to work quickly while maintaining a high level of accuracy – attention to detail
- Ability to work with data, and an interest in doing so.
- Proficiency in using Microsoft Office products.
- Excellent communication skills.
- Flexibility and ability to multi-task.
- Ability to learn quickly with technology and new / unfamiliar software.

Advantageous skills:

- Prior knowledge of Microsoft Dynamics and / or other CRM systems
- Prior knowledge of Joomla and / or other web development software
- Experience of working in a professional services business

Salary and Benefits – what do we offer?

- Flexible and family friendly working arrangements
- Rewarding salary based on experience and qualifications
- 33 days annual leave (including public holidays) increasing with time served
- Contributory pension scheme
- Profit-related bonus scheme
- Opportunity to benefit in time from the company's employee share scheme
- A focus on learning & development
- Employee Assistance Programme
- Team social events

Application

If you wish to apply, please do so as soon as possible by submitting your CV and a **short covering letter** (less than 250 words) via our careers page: www.delta-ee.com/careers