



Business Support Administrator

Based in Edinburgh

The Opportunity

We are looking for a **Business Support Administrator** who will be responsible for providing administrative 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 administration.

This is a great opportunity to:

- 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

Your role will involve:

- Managing our subscription-based research service client base – including responding to, directing ad-hoc requests, and updating key accounts intranet.
- Managing & updating our subscriber portal – including the reviewing of content before it is uploaded, providing a monthly download report and creating trial accounts for the sales team when requested.
- Leading on the collation and delivery of a monthly subscriber email, and quarterly “radar” reports.
- Administration of our CRM system (Microsoft Dynamics), dealing with data collection, checks, updating, inputting, and reporting.
- Supporting our training team – to schedule, invoice and gather feedback on our training courses.
- 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 & 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 position, 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
- Experience of working in a professional services business

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.

What's in it for you?

As well as joining a fun, collaborative, people orientated organisation where your personal and professional skills will be developed to make you the best you can be, we offer an attractive benefits package designed to promote your overall wellbeing so that you are able to perform to your full potential both in and out of work. We continuously strive to build an inclusive workplace where all forms of diversity are valued, including age, background, disability, gender, gender identity, gender expression, race, religion or sexual orientation

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