

# 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 Subscription Research you will cover a variety of admin duties for our subscription research & training teams in addition to general administration and office support in Edinburgh.

### This is a great opportunity to:

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

### 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, ensuring the information on the portal is up to date and creating subscription logins and support for the team and our clients.
- **Leading on the collation and delivery** of a monthly subscriber email, quarterly “radar” report and monthly team memo.
- **Administration of our CRM system** (Microsoft Dynamics), dealing with data collection, checks, updating, inputting, and reporting in relation to subscriptions.
- **Supporting our training team** – to schedule, invoice and gather feedback on our training courses.
- **Edinburgh office management** – including managing our telephone switchboard, ordering supplies, recycling and waste collections, general upkeep of the office and arranging maintenance as required.
- **French office administration** - arranging Power of Attorney & French Insurance renewals, assisting with office needs as required.
- **Health and safety** – onboarding inductions, workstation assessments, office risk assessments, H&S office testing and ensuring the First aid box is appropriately stocked.
- **Other general administration such as** - supporting our Finance team with invoicing, arranging contractors and occasional events or socials and other general administration.

## What we are looking for

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
- Prior knowledge of Microsoft Dynamics and / or other CRM systems (desirable skill)
- Experience of working in a professional services business (desirable skill)
- An interest in Energy or experience in reading technical documents (desirable skill)
- HTML, CSS or Java (desirable skill)

## About LCP Delta – Experts in New Energy

Founded in 2004 and based across the UK, France, Norway, the Netherlands and beyond, LCP Delta provide data-driven research, consultancy, technology products and training services to companies investing in and navigating the energy transition.

LCP Delta was formed through the merger of Delta-EE and LCP Energy to bring together deep generation and consumer-side expertise, to provide our clients with a single partner to help them on their journey and provide them with a 360° view across the energy spectrum.

We are a diverse team from a variety of backgrounds including engineers, data analysts, environmentalists and more. All of us want to make a difference to the energy transition and accelerate the path to a low carbon future.

## What is in it for you?

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.

As well as joining a fun, collaborative, and 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](http://www.delta-ee.com/careers)