

Enquiries Assistant

We are currently looking for a customer Enquiries Assistant to join our growing team based in London.

The role is to offer administrative support to our Design Team and help with the smooth running of day to day operations. A positive, can-do attitude is a must and effective organisational skills are essential as you'll be juggling a variety of jobs.

Strong communication skills, a passion for delivering excellent customer service and a diligent attention to detail are vital prerequisites for this role. A strong interest in design, architecture, property and/or the built environment will also be beneficial.

About us

Build Team specialise in the design and build of residential extensions across London. Located in modern, open plan offices, we are a growing and ambitious company committed to excellent customer service, innovative marketing and flawless project management. We offer a fresh and straightforward approach to the design and build process - with transparent pricing, a focus on quality outcomes and ensuring projects are executed in a cost-efficient, client-focussed manner. The pandemic has meant the home has become much more than just somewhere to live and sleep – and at Build Team we want to help our clients realise the full potential of their homes through excellent design and space-planning.

The Role

The role will offer support to the customer operations team which is growing in response to increased customer demand for our services. The role will include various duties such as speaking with clients on the phone, booking in meetings, arranging events, sending quotes to prospective clients, liaising with colleagues in our Build department and general administrative duties.

There will also be the opportunity to assist members of the Architectural Design Team with a variety of residential extension projects, and if design was an area of particular interest, we could certainly offer you valuable experience in all areas of the design process.

Key Responsibilities

- Answering client queries, scheduling design consultations and arranging follow-up meetings
- Preparing customer quotations and following up with prospective clients
- Scheduling Pre-Purchase Visits and Measured Surveys
- Offering general administrative support to members of Design Team
- Scheduling photoshoots and other events
- Co-ordinating the erection and movement of site boards

Professional Requirements

- Graduate – preferably with an architecture or design related degree
- Minimum one year office experience (preferable, although not essential)
- Attention to detail
- Organisation and efficiency
- Excellent English both oral and written
- Friendly and personable
- Experience using AutoCAD & InDesign would be beneficial

Salary + Benefits

Starting salary of £21,000 per annum. 28 days holiday (including bank holidays). Workplace pension scheme. Internal CPD Programme.

Location

The role will be based at our office in Clapham, SW9. Following Covid, we expect to work from the office in Clapham on Tuesday-Thursday each week, with Monday and Friday being flexible work days where team members can choose to come to the office or work remotely should they prefer.

Career Progression

We will provide you with comprehensive training and support. There are excellent opportunities for career progression.

To apply

Please submit your CV and cover letter outlining your interest in the role and relevant design and/or customer service experience to talent@buildteam.com.