

Customer Operations Assistant Design & Build

This is a newly created role which will interface with both our Design & Build teams based in Clapham. You will work closely with the admin support functions on both sides of the business – joining up our offer and driving new enquiries for both our architectural and build management service offerings. A passion for delivering excellent customer service is a vital prerequisite – as is a strong interest in design, architecture and interiors.

About us

Build Team have a unique and differentiated service offering in the London residential market: the ability to combine high quality architectural design with in-house build management and project delivery. Co-located under one roof in Clapham, our two teams work hand-in-glove to deliver a joined up, fully integrated design and build service.

We also believe in choice and flexibility – and that's why we offer our clients the option of design-only or design & build. As more clients seek out the benefits of our one-stop-shop approach, the objective of this newly created role is to follow-up with customer enquiries and respond to requests for further information relating to all aspects of our service offering.

The Role

The role will offer support to our customer enquiries team in Design and admin support in Build. We will immerse you in the business from day one – assigning you with tasks that familiarise you with how we work together as a team, whilst ensuring you are able to make a meaningful impact on the business from an early stage.

The core responsibilities of the role are:

- Contacting clients who have enquired via one of our customer acquisition channels
- Following up with clients who have received a quote for our services
- Fielding customer enquiries for technical advice and ensuring these are booked with an appropriate team member
- Assisting with the ongoing growth and administration of the Build department

Professional Requirements

- Graduate – preferably with a design-related degree
- 1 year office experience
- Diligent, and with a keen eye for accuracy and detail
- Efficient and organised
- Excellent English both oral and written
- Friendly and personable
- Experience using InDesign and AutoCAD would be beneficial
- Effective time management and managing requests from different stakeholders
- This is an exciting opportunity for someone creative and ambitious, who is interested in joining a growing, dynamic and entrepreneurial business. There will be outstanding opportunities for progression and reward for the right individual.

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Salary + Benefits

£competitive, dependant on experience. 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.

Please submit your CV and cover letter outlining relevant property/design experience to: talent@buildteam.com