

**Sales Administration Assistant**  
**Kiwa IFC**  
**Princes Risborough**

**Who are we?** Kiwa! A global top 20 Testing Inspection and Certification (TIC) organisation.

Active in industries from energy, to food, water, to consumer products to construction. With expert knowledge in these areas, we have Consultancy services specialising in Energy, Fire Safety/Certification/Engineering, Construction and in the Agri-food arena.

**About this business unit** IFC Group - A specialist engineering consultancy delivering independent, honest and practical fire safety solutions to professionals across the built environment.

**Help us grow, we are recruiting!** Demand for our specialist fire consultancy expertise is increasing considerably and an additional Sales Administration Assistant is required in order to meet this. The position will focus on ensuring that all enquiries received by the company are processed in a timely, professional manner and in accordance with the appropriate procedures.

**What will the role include?**

- The successful individual will be working in a small but highly effective team as part of the Sales & Business Development department.
- Working with colleagues in the Contracts and Engineering teams, a primary responsibility will be supporting the preparation, distribution and follow-up of quotations to customers.
- Ensuring that the customer and enquiries database is accurate and up to date.
- Supporting the Sales team in their customer account management activities

**Do you have what it takes?**

- This position is suited to someone who has a pro-active approach to organising themselves and their tasks. They will have excellent day-to-day planning and organisational skills and the ability to deliver consistently to tight timescales and deadlines.
- Experience in a similar position using enquiry / customer management / relation databases would be an advantage.
- A good working knowledge of Microsoft Office – especially Excel and Word – is essential.
- As this position will involve a significant amount of customer contact, a sound, a confident, professional telephone manner is preferred.

**Benefits**

- Free onsite parking
- Hybrid Working
- 25 days holiday + Bank Holidays
- 37.5 hours per week
- Competitive salary
- Enhanced pension

- EAP - Free, independent **E**mployee **A**ssistance **P**rogramme, offering confidential information, support, advice and counselling, 24 hours a day, 7 days a week, 365 days a year
- Life assurance
- Cycle to work scheme
- Working for a leading organisation that supports internal progression and promotion

**Why make a career at Kiwa?** We achieve results. Our values run through our business; 'We **ARE** Kiwa', **A**mbitious, **R**eliable and **E**ngaged. That is how we interact not only with our colleagues and customers, but everyone we meet. We embrace the personal development of all our colleagues, we will encourage you to be ambitious, explore new ideas and help make our world a safer, more sustainable place.

We celebrate diversity and believe it makes our team stronger. We fully take advantage of the flexibility we have to hire Kiwan's from around the world and from any background. We give our team a work environment free from prejudice, discrimination and intimidation so they can do their best work and live happy lives. Inclusivity and equality are important to us, and we don't tolerate behaviours that don't follow these values.

**Interested?** If you would like to be considered for this role or require more information about the role, please contact or send your CV to [uk.careers@kiwa.com](mailto:uk.careers@kiwa.com)