

Business Administrator

Vetstream Ltd requires a Business Administrator to assist our busy Vetlexicon and Webpartner Departments which provide veterinary websites and online clinical information for the treatment for of dogs, cats, rabbits, exotics, horses and cattle.

Reporting to the Head of Subscriptions you will have a hands-on role ensuring quality and delivery timelines are met. You will play a very important role in providing support to our customers, collating analytical reports, online edits, liaising with product managers in-house, as well as external customers via email and phone, assisting with creation of online pages and also in time adverts. This will be in addition to basic administrative tasks such as arranging travel, answering telephone calls, and responding to email enquiries when required.

An interest in and willingness to further a career in publishing is naturally desired, but previous experience within publishing is not necessary. The successful candidate will be computer literate with a knowledge of Microsoft Office programmes, organisational ability, a quick study and having a good telephone manner is essential, with the ability to work efficiently to reach targets and deadlines.

Duties will include

- Management of online support queries
- Producing weekly/monthly analytics reports for high end accounts
- Basic website editing in various content management systems
- Creation of online Landing Pages
- Maintaining Customer Relationship Management System
- Opportunity to attend trade shows in UK and Overseas
- General administrative duties

Skills required

- A high degree of computer literacy with a good knowledge of Microsoft Office programmes
- High attention to detail
- Good telephone manner
- Past experience in online editing would be desirable
- High standard of written and spoken English
- Good organisational and time-keeping skills
- Strong communication skills
- General administrative experience

Hours: Full time 36.5 hrs per week based at our Bartlow office

Salary: £18,000 per annum

Benefits: Peoples Pension, Company Health Care Scheme, Flexi-time and Free onsite parking

This attractive and flexible working package is offered along with exciting career prospects, so if you feel you have the right blend of skills, please apply with your CV and covering letter to Lauren Billman at subscriptions@vetstream.com by **30th November 2018**.