



## Enquiries and Sales Team Assistant

The British Geological Survey (BGS) is one of the world's leading and forward thinking geological science institutes with a focus on both public good science and government and geoscientific research to understand earth and environmental processes. A vacancy has arisen for an enquiries and sales team assistant at Head Quarters at Keyworth in Nottingham.

As an enquiries and sales team assistant, you will provide public facing services operating at Keyworth and working as part of a productive, integrated services team. You will carry out a wide range of administrative tasks to enable the efficient processing of commercial orders and scientific enquiries. You will deal with incoming enquiries and requests received by the BGS Enquiry Service and Sales Desk, in person (including reception and the visitor service), via e-mail and by telephone. You will also undertake public facing reception duties and answer phones on a rota basis, including supporting the Geology Shop service within the reception during business hours (8:30 – 5:00).

### Summary:

- Reception desk operation; greeting visitors and working in the the Geology Shop in BGS main reception
- Administration and tracking of enquiries relating to BGS services
- Processing telephone and online sales orders for the BGS Bookshop
- Coordinating orders for archive records and supervising visitors to our records centre
- Processing orders for bespoke geological reports, liaising with customers and BGS geologists

You will possess good communication skills and the desire to help customers and colleagues. You will also have an understanding of the geography of Great Britain. In addition, you should also have experience working in a library, retail or other customer service environment. Experience of MS Office applications is also essential. On-the-job training will be given in bespoke BGS applications and IT procedures.

The salary for the post is between £18,190 and £19,350 per annum, depending on experience. The role is advertised as a full time post but we may consider applications from those who require more flexible arrangements. A generous benefits package is also offered, including a company pension scheme, free parking, childcare allowance (salary sacrifice scheme), 30 days annual leave and 10.5 days public and privilege holidays.

Applications are handled by the RCUK Shared Services Centre; to apply please visit our job board at [http://www.topcareer.jobs/Vacancy/irc243016\\_7594.aspx](http://www.topcareer.jobs/Vacancy/irc243016_7594.aspx) and submit your up-to-date C.V. and covering letter, which clearly outlines why you are applying for this post and how you meet the criteria described in this advertisement. Applicants who would like to receive this advert in an alternative format (e.g. large print, Braille, audio or hard copy), or who are unable to apply online should contact us by telephone on 01793 867003, Please quote reference number IRC243016.



Closing date for receipt of CVs is Wednesday 8 November 2017.

From April 2018, BGS, a component part of the Natural Environment Research Council, will be part of UK Research and Innovation. UK Research and Innovation will bring together the seven Research Councils, Innovate UK and a new organisation, Research England. The vision for the new organisation is to be the best research and innovation organisation in the world. More information can be found online at <http://www.ukri.org>. From April 2018, you will be employed by UK Research and Innovation.

The Natural Environment Research Council is an equal opportunities employer and welcomes applications from all sections of the community. People with disabilities and those from ethnic minorities are currently under-represented and their applications are particularly welcome. The British Geological Survey is an *Investors in People* organization and has achieved Bronze status for Athena Swan – a scheme that recognizes excellence in women's employment in science, technology, engineering, maths and medicine (STEMM) in UK higher education. There is a guaranteed Interview Scheme for suitable candidates with disabilities.

