



Kitchen Pod Hire

Job Description

Key Details	
Department/Team	Business Support
Job Title	Client and Business Support
Reporting To	Managing Director
Direct Reports	None
Brief Summary of Role	To support the business and the Managing Director in the day to day running of the business
About Kitchen Pod Hire	
<p>Kitchen Pod Hire provides fully equipped, high-quality temporary kitchen and bathroom pods to homeowners and insurance clients across Northern Ireland and Ireland during renovations or reinstatement works. We manage everything from customer enquiries and bookings to pod delivery, installation, ongoing support and collection. Our work focuses on removing stress for families during disruptive home projects by offering a reliable, well-designed alternative to moving out or living without essential facilities. We work closely with insurers, loss adjusters, contractors and homeowners, combining practical logistics with excellent customer care and a growing focus on innovation and sustainability.</p>	
Key Responsibilities & Main Duties	
<ul style="list-style-type: none">• Respond in a timely manner to client/new client queries via email and phone• Schedule deliveries/collections - coordinating with drivers and clients• Support drivers and clients on delivery/collection days• Arrange collections/extensions - coordinating with drivers and clients• Generate estimates and invoices in a timely manner• Schedule pod cleaning and maintenance in a timely manner• Support the MD with managing emails, tasks and schedule daily• Curate and manage a list of Business-to-Business partners• Actively source/pursue new leads and sources of business• Support the MD with potential funding options and applications, actively staying up to date• Additional ad hoc admin/sales tasks as requested by the MD	

Person Specifications	
Qualifications/Experience	<p><i>Essential</i></p> <ul style="list-style-type: none"> - Previous experience in a customer service/sales support role - Previous experience using MS Office including Outlook and Excel - Previous experience in order processing and management information systems <p><i>Desirable</i></p> <ul style="list-style-type: none"> - Previous experience in maintaining/updating websites - Previous experience in maintaining/updating social media profiles and creating blog posts - Previous experience using Monday.com or other digital management systems - Previous experience in sales/marketing
Skills/Abilities	<p><i>Essential</i></p> <ul style="list-style-type: none"> - Able to handle queries and make prospective sales calls/follow up - Able to maintain accurate records - Able to plan, organise, and schedule efficiently - Able to learn new computer-based systems/platforms <p><i>Desirable</i></p> <ul style="list-style-type: none"> - Able to manage social media marketing/promotions - Able to use graphic design for marketing/promotions
Competencies	<p><i>Essential</i></p> <ul style="list-style-type: none"> - Communication: confident and capable by phone/email/face to face - Problem-solving: proactive and solution-driven - Teamwork: collaborative with a flexible approach - Adaptability: able to work independently as and when needed - Customer focus: friendly and willing to listen to understand the customer's needs
Other Points	
<ul style="list-style-type: none"> - Permanent Part Time - Working hours: 3-4 hours per day, Monday to Friday with some flexibility. Exact times to be agreed with the MD - Location: Working from home with a minimum of a weekly meet up in the Lisburn area - Travel: May be required and will be discussed and agreed in advance as much as possible with the MD - Salary Range: £27,300 - £29,250 per annum pro-rated to part time hours - Annual Leave: pro rata of 5.6 weeks paid holiday (including bank holidays) 	