

Administration Assistant

London, UK

Permanent

Up to £24,000 per annum

Who we are

At iPLATO we are more than a tech company. We are revolutionising the health care industry. We are committed to delivering powerful digital solutions that improve lives and to have fun while doing it. Serving millions of patients and thousands of healthcare professionals every day we are a leader in Health Tech.

Across this network our digital solutions enable data driven patient engagement, personalised online consultation powered by machine learning and patient support to people living with diabetes, hypertension and epilepsy. Our aim is to connect patients and transform healthcare.

About the role:

iPLATO is looking for a capable experienced Administration Assistant ideally with prior experience of working in a busy Admin role with a large volume of telephone calls and tasks.

Reporting to the Head of Customer Operations, your duties will include:

- Being the first point of contact for incoming telephone calls to the business
- Contacting a wide range of people in order to book training sessions on all of our products
- Processing order paper work with a high degree of accuracy
- Working with a wide range of contacts from colleagues to practice managers and GPs
- Logging customer interactions and data on our Customer Relationship Management (CRM) system
- Arranging and preparing mailouts to customers / courier collections

- Co-ordinating customer product launches to ensure customers are moving through out launch process correctly
- Escalating any customer challenges to appropriate stakeholder
- Booking travel and accommodation for field-based staff
- Preparing meeting rooms
- Other general admin duties

What we are looking for:

Essential:

- Experience working in professional office environment in Administration role
- Intermediate ability in Office Suite, with advanced Excel as a must
- Excellent written and verbal English
- Professional report writing
- Creative, innovative and enthusiastic
- Organised and methodical worker
- Great communicator both written and verbal skills
- Entrepreneurial and capable of working in a dynamic scale-up/SME environment

Desirable:

- Working knowledge of the NHS
- Experience working with Salesforce or comparable CRM

What we offer

- An annual individual training budget of £1000
- 25 days holiday plus bank holidays
- Company Share Option scheme and travel loan after probation is passed
- An amazing team and fun social calendar

No agencies

If you are looking to make a difference and help transform the healthcare industry, please forward your CV and covering letter to careers@iplato.com ensuring that you write in the subject field **“Administration Assistant”**.

By applying to this role you are confirming you have read and agree to our privacy notice which can be found [here](#).

If you have not heard within 2 weeks of application, please presume you have not been successful.