

Business Support Assistant

You would be joining an innovative, culture-focused and aggressively growing business with exciting plans for the future and brand new offices complete with a Playstation 4, fully stocked fridge, (including beer) and beanbags.

At Lumo, we work in partnership with innovative businesses who are at the forefront of technological advancements. Our role is to help them understand and capitalise on R&D tax credits to both fund and find their futures.

We firmly believe that our people are our biggest asset and have worked really hard to create a culture in which we have fun, innovate and problem solve whilst always looking to support each other. Our team are more than just colleagues - we are like a second family.

We are looking to expand our Lumo team by recruiting a new Business Support Assistant, to help provide support in processing R&D tax credit claims and in developing long-lasting client relationships.

As a Business Support Assistant, you will be required to:

- Build and maintain strong relationships with clients
- Oversee the administrative operations of the business
- Working closely with the Managing Director, providing administrative support
- Ensure systems are created, maintained, measured and continually improved throughout the organisation.
- Liaising with HMRC on a regular basis in relation to progress of claims
- Maintaining internal controls to provide an accurate record of the progress of claims to the Managing Director
- Supporting the finance function of the business, including the debtor ledger maintaining a robust and rigorous system for collection of overdue debts

This job might be for you if:

- You want to be part of a business that has a purpose
- You like helping people
- You enjoy problem solving and thinking outside the box
- You are comfortable challenging colleagues and customers respectfully in order to get the best outcome.
- You enjoy being part of a team
- You always strive to do a great job and will go above and beyond to help a client

Some essentials

- 5 GCSE's grade C or above (including English and Maths) or equivalent NVQ or experience
- Experience of working in an office environment, preferably in the professional service sector.
- Ability to work with confidential and sensitive data
- Strong organisational skills
- Excellent interpersonal skills and demonstrable experience of working with diverse stakeholders
- Reliable, trustworthy and ability to maintain confidentiality at all times
- Ability to prioritise, multi-task and co-ordinate workloads and work under pressure to meet deadlines
- Ability to work unsupervised and under own initiative
- High level of commitment and positive "can do" attitude
- Maintain and promote the highest standards of data quality ensuring reliable, accurate and timely information is available at all times to enable a robust decision making process
- Good sense of humour!

Why should you apply to come to join the Lumo team?

In addition to the above, with this role we are offering both part time & full time vacancies along with a host of incentives including:

- A negotiable salary based on level of experience
- A vibrant and enjoyable place to work
- An open culture in which you will always be heard, respected and your opinion valued
- A set of clear core values
- Training & Development opportunities
- Flexi working hours including an early finish on a Friday
- Regular fun team nights out
- Fully paid Christmas Party
- The opportunity to 'dress down' every Friday
- Your birthday as a free day's holiday
- Study Support to enhance career opportunities
- The chance to have a stake in our exciting, fledging business, and help to shape Lumo's future.