

Job Description

Job title:	Commercial Assistant
Starting salary:	£25,103 per annum (£29,387 with London weighting)
Reporting to:	Commercial Operations Coordinator
Location:	London hybrid or remote (with occasional travel to London)
Hours:	35 hours per week
Contract:	Fixed term to 31/03/2027

MAIN PURPOSE OF JOB:

Living Streets Services Ltd (LSS) is Living Streets' trading subsidiary and is a successful social enterprise. It supplies products and services that help communities make walking part of everyday life, including *WOW - the walk to school challenge*, *Walk to School Week* and *Little Feet*.

As Commercial Assistant, you will help ensure that our products and services reach customers accurately and efficiently. Working with the Commercial Operations Coordinator and colleagues across Living Streets, you will process orders, respond to customer enquiries and maintain accurate records, with scope to support both product development and income generation.

This varied role would suit someone who is organised, customer-focused and confident managing several priorities simultaneously. The postholder will need strong communication skills, keen attention to detail, and a practical approach to solving problems.

MAIN DUTIES AND RESPONSIBILITIES:

Operations

- Process orders from internal and external clients, ensuring requirements are recorded accurately and submitted promptly for fulfilment and billing.
- Monitor shared inboxes, responding to enquiries from schools, local authorities, project coordinators and other customers, and referring to colleagues where appropriate.
- Investigate and resolve delivery and product issues, liaising with customers and suppliers and escalating where appropriate.

- Maintain accurate and efficient financial management across sales and purchases.
- Monitor stock levels and coordinate replenishment with colleagues and suppliers.
- Help maintain effective working relationships with key suppliers.
- Support the delivery of user engagement and evaluation activities, including processing entries to our annual design competition and liaising with winning schools.
- Provide administrative support to the team, including preparing papers and taking minutes at quarterly LSS Board meetings.

Business Development

- Act as the first point of contact for sales enquiries by telephone and email, providing accurate information and preparing quotations.
- Work with the Business Development team and colleagues across the organisation to support income generation activity, including monitoring and maintaining tender portal accounts, coordinating and sharing relevant opportunities with colleagues, and contributing to income and profit targets.
- Support new and existing customer accounts and maintain complete, accurate records in the organisation's customer database.
- Assist with outreach events, including bookings, materials, travel arrangements, logistics and attendance where required.

Other Duties

- Demonstrate Living Streets' EPIC values – Excellent, Positive, Inspiring, Collaborative.
- Be an ambassador for Living Streets to external audiences as required, promoting the Living Streets brand, values and messages, including at public events, and in written and verbal interaction with stakeholders.
- Be an active contributor to the Development and Delivery department, to team meetings and away days.
- Support fellow staff and provide internal mentoring and training as appropriate.
- Adhere to Living Streets policies and procedures, maintaining good liaison across the organisation.
- Ensure the effective delivery of our Strategic Plan and Objectives.
- Ensure Living Streets' Equity, Diversity and Inclusion policy is fully implemented as it applies to the role.
- Lead by example and ensure that the team works effectively and collaboratively.
- Contribute to the success of the organisation and be an active contributor to internal communications.

- Deputise for your line manager in their absence.
- Reasonable occasional out of office hours work will be required, alongside regular travel within the UK.
- Undertake other duties from time to time, as requested by the Head of Commercial, department Director or the Chief Executive.

Person Specification

Essential

Applicants must be able to demonstrate:

Criteria	On application (✓)	At interview (✓)
Experience		
Experience of providing administrative, customer service or operational support, including responding to enquiries by telephone and email	✓	✓
Experience of supporting sales activity, such as preparing quotations, processing orders or undertaking comparable tasks	✓	✓
Knowledge and skills		
Strong organisational skills, with the ability to manage competing priorities and meet deadlines	✓	✓
Accuracy and close attention to detail when processing information and maintaining records	✓	✓
Clear, professional written and verbal communication	✓	✓
Confidence using CRM systems and Microsoft Office applications or equivalent workplace software	✓	✓
Ability to solve routine problems and recognise when an issue should be escalated	✓	✓
Ability to work independently and collaborate with colleagues and external contacts	✓	✓
Personal		
Commitment to equal opportunities and the ability to implement the Living Streets' Equity, Diversity and Inclusion policy	✓	✓
Understanding of, and commitment to, the agenda of Living Streets	✓	✓
A helpful, professional and customer-focused approach	✓	✓

Desirable

It would be preferable for applicants to also demonstrate:

Criteria	On application (✓)	At interview (✓)
Experience		
Experience of working with schools, local authorities or the education sector	✓	✓
Experience of financial administration, purchasing or stock control	✓	✓
Experience of working with suppliers and resolving issues	✓	✓
Experience of Monday.com CRM platform	✓	✓
Knowledge and skills		
Knowledge of the Living Streets agenda and issues relating to local transport, environment and health	✓	✓